

SECTION C-5

PERFORMANCE REQUIREMENTS DOCUMENT

(Human Resources)

C-5. Human Resources—Description of Services.**C-5.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Human Resources support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities, and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-5.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

C-5.2. Summary of Expectations.

The Service Provider shall provide a wide-range of Human Resources support services to Active Duty, Guard, and Reserve military personnel of the uniformed services (assigned or attached permanent party, students, and transient military personnel), DOD civilian employees, foreign students, retirees, and eligible family members. The Service Provider shall provide effective human resource management and support to include, but not limited to, reassignments, special actions, in and out processing, identification, awards, promotions, evaluations, records management, strength management, separations, retirements, retiree services, information security, sponsorship, military training counseling and educational counseling, and drug and alcohol testing and counseling. The Service Provider shall use the following automated systems to include, but not limited to, Standard Installation Division Personnel System-3 (SIDPERS-3) and its component systems, Army Standard Information Management System (ASIMS), Enlisted Distribution Assignment System (EDAS), Officer Distribution Assignment System (ODAS), Total Army Officer Management Information System (TOPMIS), Department of the Army-Installation Support Module (DA-ISM), Random Access Personnel Information Dissemination System (RAPIDS), MODS, and Automated Training Requirements and Resources System (ATTRS). When new identification card technology is implemented, the Service Provider shall serve as the functional provider and ensure that the new technology interfaces with SIDPERS-3 and the Defense Enrollment Eligibility Reporting System (DEERS). A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-5.4., Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal duty hours for Human Resources support services shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. The Service Provider shall perform emergency response services to include, but not limited to, mobility and readiness, and emergency leaves. The Service Provider shall support off-site units as required. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

The Service Provider shall be knowledgeable of the government furnished contracts cited Technical Exhibit 2 supporting the Army Continuing Education Services (ACES) and the Army Career and Alumni Program (ACAP) and refer soldiers as

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appropriate. ACES has contract vendors for testing, learning centers, in/out processing and tutoring and remediation in English, Math, and Reading. ACAP is also a contracted function and provides transition and job assistance services to active duty and reserve component soldiers, civilian employees, and eligible family members.

C-5.3. Services Performed.

C-5.3.1. The Service Provider shall provide personnel support and services.

C-5.3.1.1. *The Service Provider shall process Soldier Personnel Assignments.* Personnel assignments include, but are not limited to, permanent change of station (PCS) assignments (CONUS and OCONUS), special management/duty assignments (recruiters, drill sergeant, instructor, etc.), intra-post reassignments, assignments with Temporary Duty (TDY) enroute or TDY and Return, and Headquarters, Department of the Army (HQ DA) special action reassignments (Confidential or Threat to Life). The Service Provider shall process Requests For Orders and interface with strength management and MEDCOM assignment managers to obtain student officer assignment pinpoints. The Service Provider shall process Preparation of Overseas Replacement (POR) for soldiers and family members. The Service Provider shall prepare message requests for Concurrent Travel and coordinate with the overseas command for approval prior to departure. The Service Provider shall process weekly Enlisted Distribution Assignment System (EDAS) and Officer Distribution Assignment System (ODAS) Listings and monitor Enlisted Levy Status Reports. The Service Provider shall issue, amend, or revoke PCS or North American Treaty Organization (NATO) travel orders. The Service Provider shall process soldier family travel requests in conjunction with soldier assignments. The Service Provider shall process soldier requests for assignment deletion, deferment, early arrival and assignment declinations. The Service Provider shall document reassignment interview no-show actions and notify soldiers' unit. The Service Provider shall update soldier assignment availability codes using SIDPERS-3. The Service Provider shall screen student records for proper enrollment into the Automated Training Requirements and Resources System (ATRRS) and shall update student assignment information using ATRRS, EDAS and TOPMIS.

C-5.3.1.2. *The Service Provider shall process Soldier Special Actions.* The Service Provider shall process soldier requests for voluntary reassignments, compassionate reassignments, Military Army Couples Program assignments, stabilization assignments, and regimental affiliation. The Service Provider shall process soldier applications and orders to include, but not limited to, military physician assistant training program, warrant officer program, Reserve Officer Training Corps (ROTC) program, army enlisted commissioning program, service schools, drill sergeant school, Airborne Training, Special Forces Training, Ranger Training, Instructor Duty, Intelligence Career Program, Explosive Ordinance Disposal Career Program, Technical Escort Training Program, Army Bands Career Program, and Special Assignment Advisor Positions. The Service Provider shall process applications for Officer Candidate School (OCS) and administer OCS structured interviews. The Service Provider shall process noncommissioned officer (NCO) candidates for the Basic Noncommissioned Officer Course (BNCOC) and Advanced Noncommissioned Officer Course (ANCOC). The Service Provider shall process reclassification actions to include, but not limited to, Military Occupational Specialty (MOS), Additional Skill Identifier (ASI), Special Skill Identifier (SSI), Skill Identifier (SKI) and Area of Concentration (AOC) reclassification actions. This includes updating MOS, ASI, SSI, SKI, and AOC information using SIDPERS-3 and publishing MOS, ASI, SSI, SKI, and AOC TDY/ATCH orders. Additionally, the Service Provider shall coordinate DA Form 3838, Application for Professional Training, with AMEDDC&S to obtain fund cites for student training. The Service Provider shall prepare endorsements for student assignments and permanent change of station (PCS) orders. Additionally, the Service Provider shall process Student Requests for 2nd and 3rd Advanced Individual Training (AIT) when a notification of Course Drop is received. The Service Provider shall process Department of Veterans Affairs (VA) student home applications and school repayment loans. The Service Provider shall process orders for Board Certification examination. The Service Provider shall process student reimbursement requests for Textbooks and Supplies, prepare Unit Transmittal Letter; maintain student population reports; and process student leave requests. The Service Provider shall determine eligibility and process special duty assignment pay requests and orders for soldiers filling positions to include, but not limited to, recruiters, drill sergeants, hazardous duty, and linguists. The Service Provider shall process

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Health Professional Officer Specialty Pay Contracts. The Service Provider shall process soldier requests for "exceptions to policy". The Service Provider shall process Hometown Recruiter Assistance Program (HRAP) applications. The Service Provider shall process DA Form 638, Recommendation for Awards, for military awards and decorations to include preparing certificates and orders and obtaining appropriate endorsements from appropriate military approval authority. The Service Provider shall process Congressional Inquiries from the Office of Chief Legislative Liaison and submit response to the Government. The Service Provider shall administer soldier medical disposition services to include, but not limited to, processing physical profiles, administering MOS Medical Retention Board actions (MMRB), and convening MMRBs. The Service Provider shall process reassignment orders to confinement. The Service Provider shall process Naturalization applications for non-U.S. citizen soldiers to include, but not limited to, informing soldiers of naturalization eligibility and processing requirements, providing appropriate forms, reviewing completed forms and documentation for completeness and accuracy, and mailing completed forms and documentation to the Immigration and Naturalization Service (INS) for processing.

C-5.3.1.3. *The Service Provider shall provide Soldier In-processing and Out-processing.* The Service Provider shall operate the One-Stop Customer Assistance Desk in Building 367 and Building 1290 during normal duty hours. The Service Provider shall perform soldier in-processing to include, but not limited to, updating, reconstructing, and creating (temporary) DA Form 201, Military Personnel Records Jackets (MPRJ) and Officer Personnel Folders, preparing DA Form 2-1, Personnel Qualifications Record, for Army National Guard (ARNG) and U.S. Army Reserve (USAR) members, processing DD Form 93, Record of Emergency Data, Servicemen's Group Life Insurance (SGLV) forms, and DD Form 1506, Statement of Service for Computation of Length of Service for Pay Purposes, processing initial clothing allowance requests, processing name change requests, preparing promotion packets, preparing statements of service for VA loans, and requesting Official Military Personnel File (OMPF) microfiche. The Service Provider shall organize and participate in the in-processing briefings. The Service Provider shall perform initial and final soldier out-processing to include updating DD Form 93 and SGLV forms. The Service Provider shall provide student in- and out-processing briefings to include, but not limited to, information regarding overseas assignments, anti-child prostitution and pornography, and specialty pay. The Service Provider shall ensure students have the proper security clearances prior to departure to include mailing out student records to gaining and parent unit. The Service Provider shall update soldier arrival/transfer information using SIDPERS-3 and other personnel information using DA-ISM. The Service Provider shall prepare and distribute quarterly AMEDD Student Newsletter.

C-5.3.1.4. *The Service Provider shall provide Automated or Manual Identification Documents and Support.* The Service Provider shall operate a customer service counter during normal duty hours. The Service Provider shall update the DEERS database to include initial enrollments and process identification cards for active duty, Guard, Reserve, and retired Department of Defense (DoD) military personnel and their eligible family members, DoD civilians, and foreign students (while assigned to Fort Sam Houston for training). This includes processing DD Form 1172, Application for Uniformed Services Identification Card DEERS Enrollment, and mailing via FEDEX for eligible family members unable to travel to Fort Sam Houston. The Service Provider shall process manual civilian ID cards and Geneva Convention cards. The Service Provider shall issue Identification Tags. The Service Provider shall prepare and issue Agent or Escort Letters. The Service Provider shall request Statements of Service for Unremarried Former Spouses. The Service Provider shall process "Write to Sponsor" requests. The Service Provider shall receive and maintain DA Form 4137, Evidence/Property Custody Document, and update DEERS to show suspension of benefits for persons caught shoplifting. The Service Provider shall safeguard lost and found identification cards and destroy expired or confiscated identification cards. The Service Provider shall process special requests for cards, badges, and passes for supported agencies and contractors. The Service Provider shall perform daily audits of accountable identification cards and prepare a monthly audit report. The Service Provider shall administer DEERS/RAPIDS logon Ids and passwords.

C-5.3.1.5. *The Service Provider shall provide Soldier Promotion Services and Support.* The Service Provider shall process monthly unit enlisted promotion reports, initial promotion point worksheets, promotion point reevaluation, and total reevaluation worksheets. The Service Provider shall process promotion certificates. The Service Provider shall process 1st Lieutenant and Chief Warrant 2 promotion orders using SIDPERS-3. The

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Service Provider shall process and update AA117, AA119, and AA294 promotion rosters. The Service Provider shall process exceptions to policy and Stand-by Advisory Board (STAB) requests. The Service Provider shall process officer and enlisted Selection Board results. The Service Provider shall process U.S. Total Army Personnel Command (PERSCOM) officer and enlisted promotion orders. The Service Provider shall process lateral appointments. The Service Provider shall process Regular Army appointments, DA Form 71, Oath of Office. The Service Provider shall process By-Name promotion lists. The Service Provider shall process education promotions. The Service Provider shall process frocking actions.

C-5.3.1.6. *The Service Provider shall provide Soldier Record Services and Support.* The Service Provider shall update, reconstruct, and create (temporary) DA Form 201, Military Personnel Records Jackets (MPRJ) and Officer Personnel Folders. The Service Provider shall create a duplicate set of files for all newly assigned students. The Service Provider shall update, reconstruct, create, maintain, and print Officer/Enlisted Records Briefs and DA Forms 2-1, Personnel Qualifications Record, for enlisted personnel. The Service Provider shall forward official documentation/DA official photographs for update of the Official Military Personnel File (OMPF) microfiche. The Service Provider shall certify Enlisted Records Briefs (ERB) and DA Forms 2-1 for Army service schools and other required personnel actions. The Service Provider shall process Centralized Enlisted and Officer Promotion Board actions. The Service Provider shall process Good Conduct Medal rosters and issue orders. The Service Provider shall process bar to re-enlistment actions. The Service Provider shall process requests for the Armed Forces Reserve Medal. The Service Provider shall process DA Form 1506 and/or Form N-426 for statement of service purposes, and prepare statements of service for, but not limited to, Department of Veterans Affairs (VA) loans, West Point, and ROTC. The Service Provider shall process college transcripts for students. The Service Provider shall process DD Form 2125, Report to Training Agency, and forward to the U.S. Army Enlisted Records and Evaluation Center (USAEREC). The Service Provider shall screen MPRJs and Officer Personnel Folders for Physical Evaluation Boards (PEBs), re-enlistments, and extensions. The Service Provider shall process Requests for Name Change. The Service Provider shall process DD Form 295, Applications for the Evaluation of Learning Experiences During Military Service. The Service Provider shall process Sample Survey of Military Personnel. The Service Provider shall conduct staff assistance visits. The Service Provider shall update SGLV forms and DD Form 93, Record of Emergency Data, for soldiers reviewing their records. The Service Provider shall perform monthly accountability of Officer and Enlisted records (approximately 7,198 permanent party records).

C-5.3.1.7. *The Service Provider shall provide Soldier Evaluation Services and Support.* The Service Provider shall process officer and enlisted efficiency reports using SIDPERS-3 to include, but not limited to, annual, overdue annual, change of rater, change of duty, PCS, senior rater option, relief for cause, Release from Active Duty (REFRAD), academic evaluation reports, and efficiency reports for Selection Boards. The Service Provider shall identify the need for mandatory officer promotion reports and notify affected officers. The Service Provider shall update the Commanding General's (CG) and Garrison Commander's officer and NCO senior rater Management Plans. The Service Provider shall assist soldiers in processing Commander's Inquiry and Appeals.

C-5.3.1.8. *The Service Provider shall provide Soldier Strength Management.* The Service Provider shall process officer and enlisted requisitions. The Service Provider shall process temporary change of station (TCS) and attachment orders. The Service Provider shall determine soldier's unit of assignment. The Service Provider shall provide Unit Status Report (USR) readiness briefings. The Service Provider shall provide non-deployable personnel reports. The Service Provider shall process duty appointments. The Service Provider shall manage officer special pay program contracts. The Service Provider shall process Individual Mobilization Augmentee (IMA) Active Duty for Training (ADT) or Annual Training (AT) orders for positions within AMEDDC&S. The Service Provider shall process requests for permissive TDY. The Service Provider shall endorse officer separation actions. The Service Provider shall process requests for medical retention (enlisted personnel only) and endorsing officer service extension agreements and board certification pay. The Service Provider shall process Professional Filler System (PROFIS) requests. The Service Provider shall update the MOS book and Table of Distribution and Allowances database weekly. The Service Provider shall publish the Commissioned Officer Directory annually. The Service Provider shall serve as the Liaison for Medical Services Corp (MSC) Officer Basic Course classes.

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- ~~C-5.3.1.9.~~ *The Service Provider shall manage the Soldier Sponsorship Program.* The Service Provider shall process soldier requests for sponsorship and provide unit and assigned sponsor briefings. The Service Provider shall prepare Welcome Letters and welcome packets and forward to Incoming personnel prior to arrival. Welcome Packets include information to include, but not limited to, the FSH mission, on- and off-base housing, and Army Community Services (ACS) information (i.e., child care, recreation services, special needs programs, etc.).
- C-5.3.1.10. *The Service Provider shall process Soldier Retirements.* The Service Provider shall provide monthly pre-retirement orientations and unit retirement briefings to cover benefits and entitlements. The Service Provider shall process soldier retirement packages (on and off-site) for routine, medical, and temporary early retirements. This includes processing all retirement documents to include, but not limited to, DD Form 214, Certificate of Release or Discharge From Active Duty; DA Form 2339, Application for Voluntary Retirement; DD Form 2656, Survivor Benefit Plan (SBP) Election Statement for Former Spouse Coverage; DA Form 7301-R, Officer Service Computation for Retirement, DD Form 93, Record of Emergency Data; and SGLV forms. The Service Provider shall process soldier requests for DD Form 215, Correction To DD Form 214, Certificate of Release or Discharge From Active Duty. The Service Provider shall perform Survivors Benefit Plan counseling. The Service Provider shall review and process DD Form 295, Applications for the Evaluation of Learning Experience During Military Service. The Service Provider shall issue government furnished U.S. Flags to all retiring soldiers. The Service Provider shall update SIDPERS-3 to reflect soldier retirement status.
- C-5.3.1.11. *The Service Provider shall provide Soldier Separation Services.* The Service Provider shall provide monthly pre-separation briefings and unit separation briefings to cover benefits and entitlements. The Service Provider shall process soldier separation packages to include, but not limited to, officer resignations, voluntary and involuntary separation/discharge packages, and voluntary REFRAD. This includes providing separation support to off-site and tenant units. The Service Provider shall process all separation documents to include, but not limited to, DD Form 214, Certificate of Release or Discharge From Active Duty; DD Form 93, Record of Emergency Data; and SGLV forms. The Service Provider shall process requests for DD Form 215, Correction to DD Form 214, Certificate of Release or Discharge From Active Duty. The Service Provider will travel to provide group separation processing for student classes. The Service Provider shall review and process DD Form 295, Applications for the Evaluation of Learning Experience During Military Service. The Service Provider shall administer FSH debarment letters. The Service Provider shall update SIDPERS-3 and ATRRS to reflect soldier separation status.
- C-5.3.1.12. *The Service Provider shall provide Soldier Retiree Services.* The Service Provider shall provide retiree services support to include, but not limited to, correction of military records, certification of retired pay for mortgage loans, retiree pay account updates, former spouse counseling, and initiating former spouse pay requests. The Service Provider shall process Reserve retiree application packets. The Service Provider shall administer the Survivor Benefit Plan program. The Service Provider shall plan and conduct retiree appreciation days for Fort Sam Houston and Houston, Texas. The Service Provider shall publish the annual retiree newsletter and maintain the Retiree roster. The Service Provider shall provide retirement services briefings to units/organizations. The Service Provider shall serve as the Installation Commander's Representative to FSH Retiree Council and Houston area sub-council. This includes preparing monthly reports on retiree volunteers and serving on the Volunteer Advisory Council.
- C-5.3.1.13. *The Service Provider shall provide Personnel Training Classes on policies and procedures to include, but not limited to, assignments, awards, in- and out-processing, evaluations, promotions, and records.* The Service Provider shall conduct an S1/PSNCO conference monthly. Attendees include unit Personnel and Administration Center (PAC) supervisors and unit adjutants plus members from assignments, actions, in- and out-processing, promotions, records, evaluations, SIDPERS, and finance.
- C-5.3.1.14. *The Service Provider shall maintain the SIDPERS-3 Supervisor Servers/Work Stations.* This includes, but is not limited to, backing up the data system, retrieving and sending Personnel Automation Section (PAS) information, updating database system files, and performing weekly user maintenance.

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C-5.3.1.15. *The Service Provider shall maintain and provide personnel Statistical Data and Reports.* The Service Provider shall generate, validate, and distribute command performance statistics and reports. This includes, but is not limited to, data on SIDPERS processing, OER/NCO-ER data, reassignment briefings, deletions and deferments, and reports including, but not limited to, the information contained in *Table 1* below:

Table 1: Personnel Statistical Data Reports

Report Title	Report Description
MCEO-57 Reenlistment Report	AMEDDC&S Memo 600-3. Requestor-MCCS-GEO. Preparing Activity: MCCS-AR.
MCEO-57 Awards, Decoration, Ethnic & Racial Data	AMEDDC&S Memo 600-3. Requestor-MCCS-GEO. Preparing Activity: MCCS-AA, MCCS-AB, MCCS-AC, and MCCS-AD.
HSEO-57 Enlisted Commissioning Report	AMEDDC&S Memo 600-3. Requestor-MCCS-GEO. Preparing Activity: MCCS-P.
MCCS-DDN-1 AMEDDC&S Enlisted Rating Scheme	AMEDDC&S Reg 623-1. Requestor-MCCS-AD. Preparing Activity: All Activities.
MCGA-CM-2 Fort Sam Houston Population Report	FSH Reg 37-5. Requestor-MCGA-RM-MA. Preparing Activity: MCCS-RM.
MCPE-31 (R2) Status and Requisitioning of Enlisted Personnel	HSC Suppl 1 to AR 6.14-200. Requestor-MCPE-ME. Preparing Activity: MCCS-P.
MILPC-45 (R3) Number and Types of Decorations Approved	AR 672-5-1. Requestor-MCPE-MA. Preparing Activity: MCCS-P.
Military End Strength	Due 5 th of the following month. Requestor AMEDDC&S/RM. Preparing Activity: Strength Management

C-5.3.1.16. *The Service Provider shall respond to Customer Inquiries for personnel information.* This includes receiving customer inquiries via walk-in, phone, fax, or email, researching regulations or files, and providing a response.

C-5.3.1.17. *The Service Provider shall conduct Soldier Readiness Program (SRP) processing.* The Service Provider shall serve as the Fort Sam Houston Soldier Readiness Processing Team Coordinator and shall ensure readiness and deployment requirements are satisfied according to AR-600-8-101. This includes contacting the mobilization/SRP processing agencies to identify requirements of the unit, numbers of soldiers involved, and dates of the exercise. The Mobilization/SRP Processing Agencies include Medical, Dental, Finance, Central Issue Facility, Staff Judge Advocate, Provost Marshal, Transportation, Housing, Security, Army Community Services, Chaplain, Training, Identification Cards, Military Personnel Records, and Military Personnel Management. The Service Provider shall be responsible for planning and coordinating the annual SRP schedule with other processing agencies, staging and briefing unit personnel, and monitoring unit progress through the One Stop Processing Center (Building 367). Unit SRP processing averages 150 soldiers per day, except for Brooke Army Medical Center (BAMC), which averages 450 soldiers per day (twice a year).

C-5.3.1.18. *The Service Provider shall operate and maintain the Human Resources Mobilization Activities System (MOBLAS).* The Service Provider shall perform daily system maintenance actions to include installation of new or updated software. The Service Provider shall maintain MOBLAS user accounts by adding and deleting users as required, assigning and changing passwords, and assigning the correct access level for individuals. The Service Provider shall provide technical and functional support and guidance to system users. The Service

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Provider shall develop, review, and update security-operating procedures pertaining to MOBILAS usage. The Service Provider shall provide user training as required or requested. The Service Provider shall perform daily system pull and updates.

C-5.3.1.19. *The Service Provider shall provide Standard Installation/Division Personnel System (SIDPERS-3) support and services.* (Please note that most SIDPERS-3 hardware is covered by a 6-year GTSI warranty under SCC-II contract DAAB07-98-D-V001.) The Service Provider shall receive SIDPERS-3 equipment from users and perform inspection to validate malfunctions prior to contacting GTSI for support. For hardware issues, the Service Provider shall call the OCONUS toll free number (800-333-4897) for tracking purposes and instructions. On-site support requires return to service within 24 hours after problem is reported to GTSI. Mail-In/Carry-In support for all CONUS fully operational equipment returned to the originating Government site within 3 workdays from the contractor's receipt of equipment. GTSI arranges and pays for round-trip transportation. The Service Provider shall provide GTSI with a detailed description of the problem and other critical information such as component HW manufacturer and model, serial number, Unit Identification Code, commercial phone, and an alternate POC. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.)

C-5.3.1.19.1. *The Service Provider shall provide system administrator duties for SIDPERS-3.*

C-5.3.1.19.1.1. *The Service Provider shall maintain SIDPERS-3 User Accounts.* This includes providing support to create user accounts, update and maintain user account information, retire user accounts, and lock and unlock user accounts.

C-5.3.1.19.1.2. *The Service Provider shall set up and maintain SIDPERS-3 Hardware.* This includes assembling and configuring hardware, installing and configuring peripheral devices, isolating and solving hardware problems, trouble shooting printer problems, investigating LAN connectivity, changing printer ribbons, and maintaining equipment accountability. The Service Provider shall perform system administrator functions for the MMX Towers and small unit servers maintained in the Personnel Automation Branch.

C-5.3.1.19.1.3. *The Service Provider shall maintain SIDPERS-3 software.* This includes installing change packages, reconfiguring operating systems as required, creating system images, and restoring system images in the event files are deleted or become corrupted.

C-5.3.1.19.1.4. *The Service Provider shall maintain SIDPERS-3 system security.* This includes changing user passwords, physical control of systems, maintaining system history records in secondary storage, creating, updating, reviewing, and enforcing Memorandums of Instruction (MOIs) and the Continuity of Operations Plan (COOP).

C-5.3.1.19.1.5. *The Service Provider shall manage the SIDPERS-3 database.* The Service Provider shall administer the SIDPERS-3 database and process information requests (SQL/Ad Hoc Queries). This includes, but is not limited to, resolving data discrepancies between the personnel file and files maintained by the MACOM or HQ DA, to include discrepancies that appear on HQDA feedback rosters. The Service Provider shall maintain statistics concerning the effectiveness of SIDPERS-3 interface with the MACOM and HQ DA. The Service Provider shall receive, process, verify, and forward Authorized Organizational Strength Data to units as required.

C-5.3.1.19.1.6. *The Service Provider shall control SIDPERS-3 processing.* The Service Provider shall process all SIDPERS-3 in and out queues (push/pulls). This includes monitoring and correcting internal errors. Additionally, the Service Provider shall monitor strength imbalance conditions and control input and output from the automated system in reconciling strength imbalances. The Service Provider shall maintain SIDPERS-3 logs. The Service Provider shall prepare and maintain monthly

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SIDPERS Performance Reports. The Service Provider shall coordinate and process intact unit transfers.

- C-5.3.1.19.1.7. *The Service Provider shall submit a DA Form 5005R, Engineering Change Proposal-Software (ECP-S) when a system problem needs to be resolved. Additionally, the Service Provider shall recommend changes or identify deficiencies to DA Pam 600-8-30, DA Pam 600-8-31, DA Pam 600-8-32, and DA Pam 600-8-33, by submitting a DA Form 2028, Recommend Changes to Publications and Blank Forms. The Service Provider shall report recommended functional and technical changes or deficiencies through the Government to Personnel Command (PERSCOM) for forwarding to United States Army Information Systems Engineering Command (USAISEC).)*
- C-5.3.1.19.2. *The Service Provider shall provide SIDPERS-3 support and services to units.*
- C-5.3.1.19.2.1. *The Service Provider shall operate a help center to resolve SIDPERS-3 user system problems. This includes providing on- and off- site support to resolve any hardware, software, or system problems; providing technical guidance; and performing security checks when responding to on-site trouble calls.*
- C-5.3.1.19.2.2. *The Service Provider shall review and verify DA Form 3986, Personnel Asset Inventories (as required) and AAA-162, Personnel Accountability Report (monthly).*
- C-5.3.1.19.2.3. *The Service Provider shall provide SIDPERS-3 newcomers and quarterly sustainment training.*
- C-5.3.1.19.2.4. *The Service Provider shall conduct semi-annual inspections of SIDPERS-3 procedures at the unit level.*
- C-5.3.1.20. *The Service Provider shall provide functional administration for the in- and out-processing module of the Department of the Army-Installation Support Module (DA-ISM).*
- C-5.3.1.20.1. *The Service Provider shall monitor DA-ISM user accounts and system security. This includes verifying user clearance, coordinating with installation system security officer to obtain user passwords, providing passwords to users, and training users on system security.*
- C-5.3.1.20.2. *The Service Provider shall coordinate with information technology on installation of software on user systems.*
- C-5.3.1.20.3. *The Service Provider shall create weekly out-processing rosters and performance reports using the DA-ISM database. This includes verifying all rosters have been completed by out-processing work centers.*
- C-5.3.1.20.4. *The Service Provider shall provide technical and functional support and guidance to DA-ISM users. This includes coordination with installation security officer and Fort Huachuca DA-ISM Center to reset passwords.*
- C-5.3.1.20.5. *The Service Provider shall provide initial DA-ISM training to new users upon receipt of password.*
- C-5.3.1.21. *The Service Provider shall perform Personnel Tempo (PERSTEMPO) System management, operations, maintenance, and support services. The Service Provider shall act as the installation focal point for all PERSTEMPO System actions to include, but not limited to, maintaining PERSTEMPO user accounts by adding and deleting users as required and assigning the correct access level for individuals responsible for the monitoring and updating of PERSTEMPO data; maintaining the Personnel Organization Identification Codes/Army Human Resources Identifier (AHRI) based upon supported unit input to the internet-based*

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PERSTEMPO System, coordinating and conducting new user training; troubleshooting system problems and providing problem resolution to users, assisting users with their system problems and/or questions as provided by DA guidance, monitoring and reporting Threshold Levels for Garrison and Center Brigade units to the Commander, AMEDDC&S, providing quarterly PERSTEMPO status reports to the Commander, AMEDDC&S and prior to individual deployment status exceeding DA established threshold days, and providing PERSTEMPO messages and changes to all supported units.

C-5.3.2. The Service Provider shall provide Alcohol and Drug Abuse Prevention and Control Program (ADAPCP) Services. The Service Provider shall assist the Army Center for Substance Abuse Programs during their annual staff assistance visit.

C-5.3.2.1. *The Service Provider shall provide ADAPCP training and counseling.* The Service Provider shall market ADAPCP services to include, but not limited to, participating in the monthly Newcomer's Extravaganza. Marketing and Training should be tailored to specific target audiences ranging from kindergarten school children to senior military officials. ADAPCP training includes, but is not limited to, substance abuse, workplace violence, change management, stress management, core values, communications, and customer service. The Service Provider shall provide unit, civilian, and high school ADAPCP training and Train-The-Trainer instructional sessions. The Service Provider shall provide monthly Alcohol and Drug Abuse Prevention Training (ADAPT) for clients enrolled in the ADAPCP. The Service Provider shall provide Civilian Counseling Services (CCS) to include consultations with managers, supervisors, civilian personnel, and the union representative. This includes, but is not limited to, consultations for threats of workplace violence, and suicidal ideation/attempts. Additionally, the Service Provider shall provide ADAPCP consultation services to unit commanders, soldiers, parents, and other social agencies. The Service Provider shall assess local treatment centers. The Service Provider shall provide an annual Drug and Alcohol Prevention Campaign. The Service Provider shall provide an annual Unit Alcohol and Drug Coordinator Training Seminar. The Service Provider shall maintain an ADAPCP reference library to include videos, pamphlets, workbooks, displays, and training lesson plans and slides. The Service Provider shall serve on local committees and councils. The Service Provider shall initiate background checks on providers for Child Care Services. Brooke Army Medical Center (BAMC) provides the clinical staff supporting the ADAPCP.

C-5.3.2.2. *The Service Provider shall provide urinalysis collection training and processing.* The Service Provider shall provide Installation Biochemical Test Coordinator (IBTC) and Unit Alcohol and Drug Coordinator (UADC) training for urinalysis collections. The Service Provider shall process scheduled and unscheduled unit military urinalysis collections and perform complete on-site military unit testing upon Commander's request, which may exceed normal monthly quotas and may range from 1,000-2,000 total specimens monthly. This includes receiving, inspecting, logging, and shipping all specimen collections using DD Form 2624, Specimen Custody Document-Drug Testing, as well as maintaining associated reports. The Service Provider shall perform on-site civilian urinalysis testing to include identifying individuals, contacting and scheduling individuals, collecting and shipping the urinalysis specimens, obtaining results from the Medical Review Officer, and maintaining separate civilian records. The Service Provider shall process quality control urinalysis samples. The Service Provider shall initiate background checks on prospective UADC and prepare memorandums for Commander's decision. The Service Provider shall provide Command Consultations to include serving as technical expert on biochemical testing requirements and testifying as an expert witness for court-martials. The Service Provider shall develop procedures and controls to ensure the specimen storage area is a limited access area to include developing Standard Operating Procedure (SOP) for specimen collections and performing an annual physical security inspection (to include key control).

C-5.3.3. The Service Provider shall provide Army Continuing Education System (ACES) Services.

C-5.3.3.1. *The Service Provider shall provide ACES military training counseling and educational counseling.* The Service Provider shall provide military training counseling and educational counseling to active duty military, Guard and Reserve personnel, DOD civilians, retirees, and eligible family members. The Service Provider shall use the Educational Management Information System (EDMIS) to deliver automated educational services and

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programs at FSH. The Service Provider shall refer soldiers requesting tuition assistance to the Educational Services Officer.

C-5.3.3.1.1. *The Service Provider shall provide military training counseling.* This includes assessing soldier's current proficiency in their MOS and determining qualifications for career enhancement and attending professional military training/schools. Additionally, the Service Provider shall review, recommend, and schedule specific testing instruments to satisfy soldier military training academic needs. This includes counseling on the Functional Academic Skills Training Education Programs (to improve reading, writing, and language skills to grade 10.5) and the Learning Resource Centers available at FSH for remediation. The Service Provider shall evaluate DD Form 295, Application for the Evaluation Of Learning Experiences During Military Service. The Service Provider shall be familiar with the policies, forms, and regulations to include, but not limited to, American Council on Education/Accredited Institutions of Postsecondary Education programs, Guide to the Evaluation of Educational Experiences in the Armed Services and supplementary Evaluation Handbook, Army Occupational Specialty, Military Medical and Dental Schools, Occupational Outlook Handbook, West Point Academy and West Point Preparatory School, Serviceman's Opportunity College Associate Degree (SOCAD) programs and Volume I and II Credit Evaluation supplement to SOCAD, DANTES Evaluation Program Handbook, GI Bill and Veterans Educational Assistance Program, Voluntary and Involuntary separation programs, Reserve Education programs, Commissioning Programs (ROTC, OCS, Warrant Officer, Physician Assistance, Nursing Programs, Baylor Program, etc.), Tuition Assistance for high school completion and GED and military related certification programs, military related College Loan Repayment regulations, DANTES testing programs, military testing programs, Army/American Council on Education Registry Transcript System (AARTS), the Defense Language Institute Language Center programs. The Service Provider shall produce DA Form 2171, using the EDMIS System for all soldiers eligible for tuition assistance, then check to see if degree plan is in DA 669, Education Record. After completion of Tuition Assistance request, counsel soldier on signature requirements, and refer soldier and request to the Government for approval. The Service Provider shall provide services to training battalion soldiers needing testing services and remediation in math, reading, and English.

C-5.3.3.1.2. *The Service Provider shall provide educational counseling.* The Service Provider shall review DA Form 669, Army Continuing Education System Record, to ensure college entrance requirements are met and assist in establishing academic and vocational goals, validate and certify college transcripts, review source documents and determine educational needs, provide counseling on basic academic programs and civilian post-secondary academic programs on and off-post, provide information on colleges, certification and licensing programs, provide information on distant learning opportunities, provide information on tuition assistance, and make recommendations to recover tuition reimbursements for academic and vocational failures. The Service Provider shall be familiar with policies, forms, and regulations to include, but not limited to, American Council on Education/Accredited Institutions of Post secondary Education programs, college catalogs and degree programs, The College Handbook, The College Board, Index of College Majors and Graduate Degrees, Peterson's Guides to Two and Four Year Colleges, College Cost and Financial Aid Handbook, DANTES Evaluation Program Handbook, and DANTES testing programs. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.)

C-5.3.3.2. *The Service Provider shall provide ACES briefings.* The Service Provider shall provide ACES briefings to unit commanders, staff, and soldiers as requested, during scheduled unit training, as a result of change of command, and at the Monthly Newcomer's Extravaganza. ACES briefings will include information regarding all ACES programs and services available to authorized personnel on and off-post.

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C-5.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Human Resources)
TECHNICAL EXHIBITS

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C-5.4.1. Technical Exhibit 1—Service Performance Summary (SPS).

C-5.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-5.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

C-5.4.1.2. Lists the service to be performed.

C-5.4.1.3. Lists the standard of performance for each specific service.

C-5.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-5.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

C-5.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-5.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-5.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-5.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-5.4.2.4. Customer complaints.

C-5.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments.	All units notified of assignment instructions within 7 days of receipt of EDAS CAP Cycle; determine soldier eligibility and qualifications within 30 days of EDAS CAP Cycle; soldiers briefed and interviewed within 30 days of assignment instructions; and accurate orders issued within 120 days of departure or sooner if required by HQ DA notification	5% Lot = Number of Assignments per month (less deletions)	Random Sample
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments.	All student assignments processed within 10-15 working days depending on course length to include preparing POR for soldier s and family members going overseas	5% Lot = Number of student assignments processed per month	Random Sample
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments	All Student PCS orders accurate and issued (after receipt of all required documentation and fund cites), within: 2 working days/classes 10-30 days 5 working days/classes 31-75 days 21 working days/classes 76 days to 52 weeks 2 working days/officer classes <31 days 10 working days/officer classes >30 days	5% Lot = Number of orders processed per month	Random Sample
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments	All assignment deletions, deferments, and early arrivals received from unit within 30 days of EDAS Cycle and forwarded to HQ DA within 60 days of EDAS Cycle-late occurrences outside of 60 days must be process within 72 hours.	10% Lot = Number of deletions, deferments, and early arrivals per month	Random Sample
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments	All student records screened and enrolled into ATRRS/TOPMIS within 10 working days from class start date	5% Lot = Number of student records screened and enrolled into ATRRS and TOPMIS monthly	Random Sample
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	All health professional officer specialty pay contracts (and request for payment) processed within 30 days after in-processing	2% Lot = Number of health professional officer specialty pay contracts per month	Customer Complaint
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	All student school orders (phase II) processed within 5-10 working days of receipt of class roster	5% Lot = Number of school orders per month	Random Sample

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	All student MOS/TDY/ATCH orders accurate and issued after receipt of all documentation and fund cites and completed within 15 working days prior to class graduation.	5% Lot = Number of student MOS/TDY/ATCH orders per month	Random Sample
C-5.3.1.3	The Service Provider shall provide Soldier In-processing and Out-processing.	All arrivals for in-processing processed into SIDPERS-3 within 2 working days of signing in to FSH and all soldier records updated and processed within 5-10 working days of signing in to FSH	0% Lot = Number of In-processed Soldiers per month	Random Sample
C-5.3.1.3	The Service Provider shall provide Soldier In-processing and Out-processing.	All students and permanent party in-processed (to include updating DD Form 93, SGLV) and briefed	10% Lot = Number of Students processed per month	Random Sample
C-5.3.1.3	The Service Provider shall provide Soldier In-processing and Out-processing.	All student and permanent party out-processing soldiers provided records and required documentation 24 hours prior to departure	5% Lot = Number of student soldiers out-processed per month	Random Sample
C.5.3.1.4	The Service Provide shall provide Automated or Manual Identification Documents and Support.	All customers for automated and manual ID cards and Geneva Convention Cards served within 20 minutes from the time they are received by the verifying and issuing official. For ID cards by mail, DD Form 1172 processed and mailed within 3 working days of receipt of request and ID card completed and mailed within 2 working days of receipt of required documentation.	5% Lot = Number of Issued ID cards, Manual Civilian Cards, and Geneva Convention Cards per month	Random Sample
C.5.3.1.4	The Service Provide shall provide Automated or Manual Identification Documents and Support.	All soldiers enrolled into DEERS within 72 hours of in-processing at student personnel	5% Lot = Number of DEERS enrollments per month	Random Sample
C.5.3.1.4	The Service Provide shall provide Automated or Manual Identification Documents and Support.	All daily audit reports of manual ID cards and accompanying applications must be completed by COB of each workday but no later than 0800 of the following morning and safe contents inventoried at least twice annually	0% Lot = Number of audits per month	Random Sample
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All initial promotion point worksheets received from units by the 10 th of the month prior to the promotion board, processed within 1 working day of receiving board results, and input into EDAS within the current promotion board month	2% Lot = Number of Initial Promotion Point Worksheets per month	Random Sample

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All reevaluated promotion point worksheets received by the 25 th of the month and processed within 3 working days, and input into EDAS prior to the EOM in the month it's received	2% Lot = Number of Reevaluated Promotion Point Worksheets per month	Random Sample
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All PERSCOM yearly officer and enlisted promotion lists screened to identify promotion selectees and non-selectees and memorandums prepared and turned into the CG within 1 working day of PERSCOM release date	2% Lot = Number of Selection Board Memorandums Annually	Random Sample
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All monthly PERSCOM officer and enlisted promotion orders screened for FSH promotees, distributed to field & records section, and processed within 2 working days of receipt	2% Lot = Number of PERSCOM Promotion Orders Annually	Random Sample
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All monthly By-Name promotion listings retrieved by the 15 th of the month prior to the promotion month and all SGT and SSG promotion orders processed within 3 working days	2% Lot = Number of SGT and SSG promotion orders Annually	Random Sample
C.5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All temporary MPRJ and Officer personnel folders must contain at the minimum, an SGLV, DD 93, orders, and an ERB or DA Form 2-1	1% Lot = Number of Monthly Temporary MPRJ's and Officer personnel folders	Random Sample
C.5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All soldiers eligible for Centralized Promotion Board identified within 72 hours of Promotion Board Message and all soldier records updated and forwarded to DA within 10 days prior to DA suspense.	2% Lot = Number of Centralized Promotion Boards Annually	Random Sample
C.5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All statements of service, DA Form 1506, completed accurately and submitted to finance within 4 working days of receipt of supporting documentation	2 % Lot = Number of Monthly DA Form 1506's	Random Sample
C.5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All DD 93 and SGLV completed accurately (all required fields) and with original signature	1% Lot = Number of Monthly DD 93 and SGLV	Random Sample
C.5.3.1.7	The Service Provider shall provide Soldier Evaluation Services and Support.	All completed OERs must arrive at PERSCOM 90 days from the thru date of the report	2% Lot = Number of OERs Processed monthly	Random Sample
C.5.3.1.7	The Service Provider shall provide Soldier Evaluation Services and Support.	All error free NCO-ERs must be processed and arrive at USAEREC within 60 days of the thru date of the report	2% Lot = Number of NCO-ERs Processed monthly	Random Sample

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-5.3.1.8	The Service Provider shall provide Officer and Enlisted Strength Management	All soldiers assigned to local units and duty appointment memorandums prepared within 2 working days of signing in to FSH	5% Lot = Number of soldiers assigned to local units per month	Random Sample
C-5.3.1.8	The Service Provider shall provide Officer and Enlisted Strength Management	All requisitions input into PERNET within the first 5 working days of notification of loss	5% Lot = Number of military personnel requisitions per month	Random Sample
C-5.3.1.9	The Service Provider shall manage the Sponsorship Program	All sponsor requests processed within 10 working days from receipt of the request	5% Lot = Number of Sponsorship requests processed per month	Random Sample
C-5.3.1.9	The Service Provider shall manage the Sponsorship Program	All Welcome Memorandums (with attached welcome packet information) signed and forwarded to incoming personnel no later than 60 days prior to arrival	5% Lot = Number of Welcome Memorandums per month	Random Sample
C-5.3.1.10	The Service Provider shall process Soldier Retirements.	All soldier retirement applications processed and approved within 3 working days; retirement orders accurate and issued within 1 working day of approval; DD Form 214 completed with no errors	3% Lot = Number of retirement applications and orders per month * Error rate does not apply to DD Form 214 which must be error free	Random Sample
C-5.3.1.10	The Service Provider shall process Soldier Retirements.	All DD Forms 93 and SGLV completed accurately (all required fields) and with original signatures	2% Lot = Number of DD Forms 93 and SGLV per month	Random Sample
C-5.3.1.11	The Service Provider shall provide Soldier Separation Services.	All voluntary separation packages to include accurate separation orders and draft DD Form 214 processed within 5 working days	3% Lot = Number of Voluntary Separation Packages per month	Random Sample
C-5.3.1.11	The Service Provider shall provide Soldier Separation Services.	All involuntary separation packages to include accurate separation orders and draft DD Form 214 processed within 3 working days Addendum for students: All involuntary student separation packages to include accurate separation orders, student drops and/or holdovers and DD Form 214 processed within 1 working day or PERSCOM directed dates for medical discharges	3% Lot = Number of Involuntary Separation Packages per month	Random Sample
C-5.3.1.12	The Service Provider shall provide Retiree Services.	All SBP actions completed accurately and submitted to DFAS	3% Lot = Number of SBP actions per month	Random Sample

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-5.3.1.14	The Service Provider shall maintain the SIDPERS-3 Supervisor Servers/Work Stations	All SIDPERS-3 Supervisor Servers/Work Station transactions are pushed and pulled daily (user accounts) for all support organizations/sections that are serviced by the PAB	5% Lot = Number of days SIDPERS-3 updated	Random Sample
C-5.3.1.18	The Service Provider shall operate and maintain the Human Resources Mobilization Automated Software (MOBLAS)	MOBLAS operational 24 hrs/7 days per week, excluding daily ISM updates	5% Lot = Number of days hours per year	Random Sample
C-5.3.1.21	The Service Provider shall perform Personnel Tempo (PERSTEMPO) System management, operations, maintenance, and support services	No individual deployed away from assigned duty station beyond established Army threshold levels without command approval	2% Lot = Number of individuals deployed beyond established Army threshold levels	Random Sample
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All CCS customer contacts dealing with threats of violence and suicide ideation/attempts evaluated within the same working day	0% Lot = Number of civilian employees counseled per month	Random Sample
C-5.3.2.	The Service Provider shall provide ADAPCP Services	All government agency inspections passed satisfactorily	0% Lot = Number of inspections per year	100% Inspection
C-5.3.2.2	The Service Provider shall provide Urinalysis collection training and processing	All UADC specimens received no more than 2% error rate	2% Lot = Urinalysis collection samples (military) per month	100% Inspection
C-5.3.2.2	The Service Provider shall provide Urinalysis collection training and processing	All IBTC specimens received no more than 1% error rate	1% Lot = Urinalysis collection samples per month	100% Inspection

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C-5.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract Number	Service Provider	Service Description	Comments
DAAB07-98-D-V001	GTSI	SIDPERS-3 Maintenance	PRD ref C-5.3.1.19
DADA10-99-D0064	OMO Group, Inc.	Testing, Learning Center, In/Out Processing	PRD ref C-5.2, C-5.3.3.1
DADA10-98D0046	TMI Incorporated	Tutoring, Remediation In English, Math Reading	PRD ref C-5.2, C-5.3.3.1
DASW-01-98-D-0070	Resources Consultants Incorporated	Transition Assistance, Counseling, Workshops, Library	PRD ref C-5.2, C-5.3.3.1

C-5.4.3. Technical Exhibit 3—Acronyms and Definitions

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-5 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

ACRONYMS

1LT – First Lieutenant
AARTS – Army/American Council on Education Registry Transcript System
ACS – Army Community Service
ACES – Army Continuing Education Services
ACAP – Army Career Alumni Program
ACS – Army Community Services
AD – Active Duty
ADAPCP – Alcohol and Drug Abuse Prevention and Control Program
ADAPT – Alcohol and Drug Abuse Prevention Training
ADT – Active Duty for Training
AG – Adjutant General or other administration officer such as adjutant or S-1
AGCM – Army Good Conduct Medal
AGR – Active Guard/Reserve
AHRI – Army Human Resources Identifier
AIT – Advanced Individual Training
AMEDD – Army Medical Department
AMEDDC&S – US Army Medical Department Center and School
ANCOC – Advanced Noncommissioned Officer Course
AOC – Area of Concentration
ARNG – Army National Guard
ARPERSCOM – Army Reserve Personnel Command
ARNG – Army National Guard
ASI – Additional Skill Identifier
ASIMS – Army Standard Information System
AT – Annual Training
ATFP – Anti-Terrorist Force Protection Briefings
ATRRS – Automated Training Requirements and Resources System
BAMC – Brooke Army Medical Center
BAQ – Basic Allowance for Quarters
BNCOC – Basic Non-Commissioned Officer Course

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BNS1 – Battalion Adjutant
CCF – Central Clearance Facility
CCS – Civilian Counseling Services
CDR – Commander
CG – Commanding General
CHAMPUS – Civilian Health and Medical Plan of the Uniformed Services
CIP – Command Inspection Program
CLEP – College Level Entrance Program
CONUS – Continental United States
COOP – Continuity of Operations Plan
CRC – CONUS Replacement Center
DA-ISM – Department of the Army-Installation Support Module
DANTES – Defense Activity for Nontraditional Education Support
DCSPER – Deputy Chief of Staff for Personnel
DD – Department of Defense
DEERS – Defense Enrollment Eligibility Reporting System
DENCOM – US Army Dental Command
DFAS – Defense Finance and Accounting Service
DRAS – Defense Retiree Annuitant Services
DFR – Dropped From Rolls
DG – Death Gratuity
DIC – Dependency and Indemnity Compensation
DOD – Department of Defense
DVA – Department of Veteran's Affairs
DRAS – Defense Retiree Annuitant Service
DSS – Defense Security Service
EDAS – Enlisted Distribution Assignment System
EER – Enlisted Evaluation Report
EDMIS – Educational Management Information System
EFMP – Exceptional Family Member Program
EPSQ – Electronic Personnel Security Questionnaire
ERB – Enlisted Record Brief
FLPP – Foreign Language Proficiency Pay
FOIA – Freedom of Information Act
FOUO – For Official Use Only

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GED – General Education Development
GO – General Officer
HAAP – Home base/Advance Assignment Program
HRAP – Hometown Recruiter Assistance Program
HIV – Human-Immunodeficiency Virus
HQ DA – Headquarters, Department of the Army
HR – Human Resources
IBTC – Installation Biochemical Test Coordinator
ID – Identification
IMA – Individual Mobilization Augmentee
INS – Immigration and Naturalization Services
IOPR – In- and Out-Processing
LAN – Local Area Network
LOD – Line of Duty
MACOM – Major Army Command
MEDCOM – United States Army Medical Command
MILPO – Military Personnel Officer(s)
MMRB – Military Medical Reclassification Board
MOA – Memorandum of Agreement
MOBLAS – Mobilization Activities System
MOI – Memorandum of Instruction
MOS – Military Occupational Specialty
MOU – Memorandum of Understanding
MPRJ – Military Personnel Records Jacket
MSC – Medical Services Corp
N/A – Not Available
NATO – North Atlantic Treaty Organization
NCO – Noncommissioned Officer
NCO-ER – Noncommissioned Officer Evaluation Report
OCONUS – Outside Continental United States
OCS – Officer Candidate School
ODAS – Officer Distribution Assignment System
OER – Officer Evaluation Report
OMPF – Official Military Personnel File
ORB – Officer Record Brief

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PAC – Personnel and Administration Center
PAB – Personnel Automation Branch
PAM – Pamphlet
PAS – Personnel Automation Section
PCS – Permanent Change of Station
PEB – Physical Evaluation Board
PERSCOM – U.S. Total Army Personnel Command
PERSTEMPO – Personnel Tempo
POR – Preparation of Overseas Replacements
PRD – Performance Requirements Document
PROFIS – Professional Filler System
PSNCO – Personnel Staff Noncommissioned Officer
RAPIDS – Random Access Personnel Information Dissemination System
REFRAD – Release From Active Duty
RFO – Request for Orders
ROTC – Reserve Officers’ Training Corps
S1 – Adjutant
SBP – Survivor Benefit Plan
SGLV – Servicemen’s Group Life Insurance
SGT – Sergeant
SI – Seriously Wounded, Injured, or Ill
SIDPERS – Standard Installation/Division Personnel System
SKI – Skill Identifier
SSI – Special Skill Identifier
SOCAD – Serviceman’s Opportunity College Associate Degree
SOP – Standing Operating Procedure
SQI – Skill Qualification Identifier
SRP – Soldier Readiness Processing
SRPT – Soldier Readiness Processing Team
SSG – Staff Sergeant
SSI – Specialty Skill Identifier
STAB – Standby Advisory Board
TCS – Temporary Change of Station
TDA – Table of Distribution and Allowances
TDY – Temporary Duty

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TOPMIS – Total Army Officer Management Information System

UADC – Unit Alcohol and Drug Coordinator

USAEREC – U.S. Army Enlisted Records and Evaluation Center

USAISEC – U.S. Army Information Systems Engineering Command

USAR – U.S. Army Reserve

USC – United States Code

USMA – United States Military Academy

USR – Unit Status Report

VA – Department of Veterans Affairs

VHA – Variable Housing Allowance

VEAP – Veterans' Education Assistance Program

VETCOM – US Army Veterinary Command

VSI – Very Seriously Wounded, Injured, or Ill

WO – Warrant Officer

DEFINITIONS

Active Duty (AD)

Full-time duty in the active military service of the United States. A general term applied to all active military service with the active force without regard to duration or purpose. The term "active duty" also applies to Reserve Officer Training Corps (ROTC) applicants, cadets, and midshipmen participating in practical military training; service academy cadets and midshipmen; and members of the Reserve components serving on AD, ADT, or IDT.

Active Duty for Training (ADT)

A tour of AD that is used for training members of the Reserve components to provide trained units and qualified persons to fill the needs of the Armed Forces in time of war or national emergency and such other times as national security requires. The tour of duty is under orders that provide for return to nonactive duty status when the period of ADT is completed. It includes annual training, special tours of ADT, school tours, and the initial tour performed by non-prior military service enlistees.

Award

Recognition given to individuals or units for certain acts or services, or badges, accolades, emblems, citations, commendations, streamers, and silver bands. Also an adjectival term used to identify administrative functions relating to recognition (for example, awards boards, award recommendations, and so forth).

Beneficiary

The person (or persons) who, according to law or written designation of the soldier, is entitled to receive certain benefits. A beneficiary may be one person for the death gratuity, while another person may receive the decedent's unpaid pay and allowances. The designation of beneficiaries for death gratuity and unpaid pay and allowances does not, for instance, affect the designation of beneficiaries of life insurance, either commercial or Government sponsored, or for benefits administered by agencies outside the Army. Beneficiaries for life insurance as designated by the insured person on the policies.

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Casualty

Any person who is lost to the organization by reason of having been declared beleaguered, besieged, captured, dead, diseased, detained, injured, ill, interned, missing, missing in action, or wounded.

Continental United States

The 48 contiguous States and the District of Columbia. It does not include Alaska, Hawaii, the Commonwealth of Puerto Rico, or any territory or possession of the United States.

Deceased

A casualty status applicable to a person who is either known to have died, determined to have died based upon receipt of conclusive evidence, or declared dead based on a presumptive finding of death. The recovery of the person's remains is not a prerequisite to determining or declaring a person deceased.

Decoration

Distinctively designed mark of honor denoting heroism or meritorious/outstanding service/achievement. Specifically, U.S. Army personnel decorations are Medal of Honor, Distinguished Service Cross, Distinguished Service Medal, Silver Star, Legion of Merit, Distinguished Flying Cross, Soldiers' Medal, Bronze Star Medal, Purple Heart, Meritorious Service Medal, Air Medal, Army Commendation Medal, and the Army Achievement Medal.

Deferment

Adjustment of a soldier's previously announced arrival month up to 120 days as computed from the required arrival month in order to accommodate a temporary condition or situation.

Deletion

Cancellation of a soldier's previously announced assignment instructions because the soldier is ineligible, unqualified, or unavailable for the assignment

Dependent

Except where stated otherwise, a person entitled to transportation at Government expense as set forth in JFTR, Chapter 5.

Documentation

Properly certified birth certificate (of live birth) which includes the names of both parents or certificate of live birth with the name of at least one parent issued from the hospital; marriage certification; includes the names of both parents; final decree of divorce dissolution, or annulment of marriage; court order for adoption or guardianship; statement of incapacity from physician; retirement orders (providing entitlement to retired pay is established) or DD Form 214 (Certificate of Release or Discharge from Active Duty); DD Form 1300 (Report of Casualty); certified death certificate; certification from the Veterans Affairs of 100 percent disabled status; order awarding Medal of Honor; civilian personnel records; military personnel records, DD Form 93 (Record of Emergency Data), SGLV-8286 (Servicemen's Group Life Insurance Election and Certificate, SGLV-8285 (Request for Insurance), SGLV-8714 (Application for Veterans' Group Life Insurance); unit training orders; TDY orders; training schedules; invitational travel orders; and DA Form 31 (Request Authority for Leave).

Family Member

Spouse, father, mother, sons, daughters, and all brothers and sisters. Father and mother include stepfather, stepmother, father or mother by adoption, or persons who have stood in the place of a parent continuously for at least five years before the family member became 21 years of age. Sons and daughters include sons and daughters by adoption. Brothers and sisters include half brothers, half sisters, stepbrothers, stepsisters, and brothers and sisters by adoption.

Foreign Decoration

Any order, device, medal, badge, insignia, emblem or award, tendered by or received from a foreign government.

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Function

Defined segments of the Military Personnel system. The point where responsibility rests with a specific person at all levels of command.

Home Station

The assigned permanent location or assembly point of ARNGUS and USAR units. It is also the initial active duty station for individuals reporting separately.

Medal

A term used to-

Include the three categories of awards, namely: decorations, Good Conduct Medal, and service medals.

Refer to the distinctive physical device of metal and ribbon which constitutes the tangible evidence of an award.

Out-Processing

An event that administratively prepares a soldier for movement off the installation or to another command at the same location. Out-processing is initiated when a soldier is alerted for movement and terminates when the soldier departs.

Overseas

All locations, including Alaska and Hawaii, outside the continental United States.

Personnel Services

A group of military personnel functions and programs that pertain primarily to soldiers as individuals.

Personnel Strength Management

A group of military personnel functions and programs that are related to the Army's personnel strength in both numbers and skills.

Personnel Tempo (PERSTEMPO)

PERSTEMPO is an Army automated system utilized to track the number of days military and civilian government personnel are performing duty away from their assigned station (e.g., Deployment, TDY) and to ensure appropriate Command level approval is granted whenever personnel exceed Army identified 'away from assigned station' threshold levels. Public Law 106-65 of the FY00 National Defense Authorization Act requires the services and components to track individual deployment days of all soldiers.

Policy

A general statement governing objectives of a functional area (within the purview of the Office of the Deputy Chief of Staff for Personnel (policy proponent)).

Promotion List

A list of enlisted and officer soldiers, by grade, recommended and approved for promotion.

Self-Terminating Orders

Orders that direct a soldier or unit to perform duty for a specific time and also direct that the soldier or unit will be released automatically on completion of the stated period of duty. Formats 250 and 260 are two examples of self-terminating orders.

Seriously Ill or Injured (SI)

Casualty status of a person whose illness or injury is classified by medical authorities to be of such severity that there is cause for immediate concern, but there is no imminent danger to life.

Soldier

U.S. Army officers, warrant officers, and enlisted personnel.

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Soldier Readiness Processing Requirements

A set of administrative processing requirements, which must be met before individual soldier or unit movement, both during peacetime and mobilization. They are HQDA policy directive in nature and are agreed upon by the Army's leadership. They pertain to the Active force and the Reserve force equally.

Standard Installation/Division Personnel System (SIDPERS)

An automated system controlled and maintained by DA, designated to support the personnel strength and management information needs of field commanders and their staffs.

The Processing Activity

Name for a building or area where soldiers are in-processed and out-processed, usually under the staff supervision of the division G1/adjutant general or the installation adjutant general. It becomes a sub work unit of the mobilization and deployment center during mobilization.

Very Seriously Ill (VSI)

The casualty status of a person whose illness or injury is classified by medical authorities to be of such severity that life is imminently endangered.

Unit

Refers to a team, company, task force, and so forth. An organization consisting of more than one soldier.

Unmarried Spouse

A widow or widower who has remarried and through annulment, divorce, or death is no longer married.

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C-5.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-5 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-5. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
None Applicable		

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
None Applicable		

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 1-20	Legislative Liaison	13 Aug 90 Mandatory
AR 25-50	Preparing and Managing Correspondence	21 Nov 88 Mandatory
AR 37-104-4	Military Pay and Allowances Policy and Procedures-Active Component	30 Sep 94 Mandatory
AR 37-104-10 (Under Revision)	Military Pay and Allowances Policy and Procedures-Reserve Component	17 Nov 89 Mandatory
AR 40-3	Medical, Dental, & Veterinary Care	15 Feb 85 Mandatory
AR 40-16	Special Notification-Injury Cases	27 Aug 75 Mandatory
AR 40-501	Standards of Medical Fitness	27 Feb 98 Mandatory
AR 55-46	Travel Overseas	20 Jun 94 Mandatory
AR 55-71	Transportation of Personnel Property and Related Services	1 Jun 83 Mandatory
AR 135-100	Appointment of Commissioned Officers and Warrant Officers Other Than General Officers	1 Sep 94 Mandatory

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Document	Publication Name	Date
AR 135-215	Officer Periods of Service on Active Duty	1 Apr 99 Mandatory
AR 140-145	Individual Mobilization Augmentation (IMA) Program	23 Nov 94 Mandatory
AR 140-158	Enlisted Personnel Classification, Promotion, and Reduction	17 Dec 97 Mandatory
AR 145-1	Senior Reserve Officer Training Corps Program: Organization, Administration, and Training	22 Jul 96 Mandatory
AR 220-1	(MOB) Unit Status Reporting	1 Sep 97 Mandatory
AR 350-100	Officer Active Duty Service Obligation	18 Apr 94 Mandatory
AR 351-5	United States Army Officer Candidate School	14 Sep 85 Mandatory
AR 351-8 (Under Revision)	Defense Management Education and Training Program	23 Apr 74 Mandatory
AR 351-9	Interservice Training	28 Aug 98 Mandatory
AR 351-17	US Military Academy and US Military Academy Preparatory School Admissions Program	1 Jun 77 Mandatory
AR 600-3	The Army Personnel Proponent System	28 Nov 97 Mandatory
AR 600-8	Military Personnel Management	1 Oct 89 Mandatory
AR 600-8-2	Suspension of Favorable Personnel Actions (FLAGS)	30 Oct 87 Mandatory
AR 600-8-6	Personnel Accounting and Strength Reporting	24 Sep 98 Mandatory
AR 600-8-7 (Under Revision)	Retirement Services Program on EM	17 Apr 92 Mandatory
AR 600-8-8	The Total Army Sponsorship Program	1 Jul 93 Mandatory
AR 600-8-10	Leaves and Passes	1 Jul 94 Mandatory
AR 600-8-11	Reassignments	1 Oct 90 Mandatory

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Document	Publication Name	Date
AR 600-8-14	Identification Cards for Members of the Uniform Services, Their Family Members, and Other Eligible Personnel	10 Aug 98 Mandatory
AR 600-8-19	Enlisted Promotions and Reductions	1 Nov 91 Mandatory
AR 600-8-22	Military Awards	25 Feb 95 Mandatory
AR 600-8-23	Standard Installation/Division Personnel System (SIDPERS) Database Management	1 Mar 92 Mandatory
AR 600-8-24	Officer Transfers and Discharges	21 Jul 95 Mandatory
AR 600-8-29	Officer Promotions	30 Nov 94 Mandatory
AR 600-8-101	Personnel Processing (In-and-Out and Mobilization Processing)	1 Mar 97 Mandatory
AR 600-8-104 (Under Revision)	Military Personnel Information Management/ Records	27 Apr 92 Mandatory
AR 600-8-105	Military Orders	28 Oct 94 Mandatory
AR 600-9	The Army Weight Control Program	1 Sep 86 Mandatory
AR 600-13	Army Policy for the Assignment of Female Soldiers	27 Mar 92 Mandatory
AR 600-20	Army Command Policy	15 Jul 99 Mandatory
AR 600-37	Unfavorable Information	19 Dec 96 Mandatory
AR 600-46	Attitude and Opinion Survey Program	1 Nov 78 Mandatory
AR 600-60	Physical Performance Evaluation	31 Oct 85 Mandatory
AR 600-61	The Personnel Management Assistance System (PERMAS)	25 Jul 85 Mandatory
AR 600-62	United States Army Personnel Control Facilities and Procedures for Administering Assigned and Attached Personnel	19 Aug 85 Mandatory
AR 600-82	The U.S. Army Regimental System	5 Jun 90 Mandatory

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Document	Publication Name	Date
AR 600-85	Alcohol and Drug Abuse Prevention Program	26 Mar 99 Mandatory
AR 600-110	Identification, Surveillance, and Administration of Personnel Affected with Human Immunodeficiency Virus (HIV)	22 Apr 94 Mandatory
AR 601-100	Appointment of Commissioned and Warrant Officer in the Regular Army	15 Aug 81 Mandatory
AR 601-130	Officer Procurement Programs of the Army Medical Department	17 Apr 78 Mandatory
AR 601-132	Army Medical Department Officer Procurement	4 Apr 77 Mandatory
AR 601-141	US Army Health Professions Scholarship Program	1 Mar 80 Mandatory
AR 601-142	Army Medical Department Professional Filler System	1 Mar 95 Mandatory
AR 601-210	Regular Army and Reserve Enlistment Program	28 Feb 95 Mandatory
AR 601-280	Army Retention Program	31 Mar 99 Mandatory
AR 611-1	Military Occupational Classification Structure Development and Implementation	30 Sep 97 Mandatory
AR 611-3	Army Occupational Survey Program	1 Dec 82 Mandatory
AR 614-1	The U.S. Army Replacement System	2 Sep 69 Mandatory
AR 614-5	Stabilization of Tours	1 Apr 83 Mandatory
AR 614-11	Temporary Duty (TDY)	15 Oct 79 Mandatory
AR 614-30	Overseas Service	25 Sep 98 Mandatory
AR 614-100	Officer Assignment Policies, Details, and Transfers	17 Sep 90 Mandatory
AR 614-105	Initial Assignment of Regular Army Second Lieutenants	28 Jan 85 Mandatory
AR 614-130	Selection and Assignment of Academic Instructors to the United States Military Academy	1 Mar 81 Mandatory

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Document	Publication Name	Date
AR 614-200	Enlisted Assignments and Utilization Management	31 Oct 97 Mandatory
AR 621-5	Army Continuing Education System	17 Nov 93 Mandatory
AR 621-6	Army Learning Centers	20 Nov 85 Mandatory
AR 621-7	Army Fellowships and Scholarships	8 Aug 97 Mandatory
AR 621-202	Army Educational Incentives and Entitlements	3 Feb 92 Mandatory
AR 623-1	Academic Evaluation Reporting System	31 Mar 92 Mandatory
AR 623-105	Officer Evaluation Reporting System	1 Apr 98 Mandatory
AR 623-205	Noncommissioned Officer Evaluation Reporting System	31 Mar 92 Mandatory
AR 630-10	Absence Without Leave, Desertion, Administration of Personnel Involved in Civilian Court Proceedings	10 Jun 92 Mandatory
AR 635-5	Separation Documents	1 Jul 81 Mandatory
AR 635-10	Processing Personnel For Separation	1 Jul 84 Mandatory
AR 635-40	Physical Evaluation for Retention, Retirement, or Service	15 Aug 90 Mandatory
AR 635-200	Enlisted Personnel	26 Jun 96 Mandatory
AR 640-30	Photographs for Military Personnel Files	1 Oct 91 Mandatory
AR 670-1	Wear and Appearance of Army Uniforms and Insignia	1 Sep 92 Mandatory

Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
DAP 350-100	Extension Training Materials Consolidated MOS Catalog	19 Mar 90
DAP 351-4	US Army Formal School Catalog	31 Oct 95
DAP 351-20	Army Correspondence Course Program Catalog	1 Oct 98

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Document	Publication Name	Date
DAP 600-5	Handbook for Retiring Soldiers and Their Families	30 Aug 93
DAP 600-8-21	Soldiers Application Package	28 Jul 95
DAP 600-8-30 (Draft)	SIDPERS Manual	
DAP 600-8-101	Personnel Processing (In-and-Out and Mobilization Processing)	1 Mar 97
DAP 608-4	A Guide for the Survivors of Deceased Army Members	23 Feb 89
DAP 600-24	Suicide Prevention and Psychological Autopsy	30 Sep 88
DAP 600-35	Relationships Between Soldiers of Different Rank	7 Dec 93

Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSHR 612-2 (Awaiting Publication)	Sponsorship	TBD

Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
MILPER Messages 141411Z JAN00 and 00-103	The Soldiers Guide to Citizenship Application and Processing for Naturalization non-U.S. Citizen Soldiers	Jan 2000
MEDCOM PAM 600-8-22	Military Awards	Jul 98

Table 4-7: Forms

Document	Publication Name	Date
DA Form 2-1	Personnel Qualifications Record	Jan 73
DA Form 4	Department of the Army Certification for Authentication of Records	Feb 98
DA Form 31	Request and Authority for Leave	Sep 93
DA Form 54-R	Record of Personnel Effects	Jan 94
DA Form 67-9	Officer Evaluation Report	Oct 97
DA Form 67-9-1	Officer Evaluation Support Form	Oct 97
DA Form 67-9-1A	Junior Officer Developmental Support Form	Oct 97
DA Form 71	Oath of Office	Jul 99
DA Form 78-R	Recommendation for Promotion to 1Lt/CW2	Jul 94
DA Form 87	Training Certificate	UNK
DA Form 137-1-R	Unit Clearance Record	Apr 97
DA Form 160-R	Application for Active Duty	Jan 96
DA Form 199-1	Election to Formal Physical Evaluation Board Proceedings	Jun 90
DA Form 200	Transmittal Record	Sep 98

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Document	Publication Name	Date
DA Form 201	Military Personnel Records Jacket	Aug 71
DA Form 268	Report to Suspend Favorable Actions	Jun 87
DA Form 455	Mail and Document Register	Jul 62
DA Form 510-R	Command Information Program Assessment Report	Sep 89
DA Form 543-R	Request for Records	Jan 93
DA Form 638	Recommendation for Awards	Nov 94
DA Form 647	Personnel Register	Aug 78
DA Form 669	Army Continuing Education System Record	May 86
DA Form 705	Army Physical Fitness Test Scorecard	Jun 99
DA Form 872	Requisition for Individual Officer Personnel	Aug 75
DA Form 873	Certificate of Clearance and/or Security Determination	Dec 69
DA Form 1058-R	Application for Active Duty Training, Active Duty for Special Work, Temporary Tour of Active Duty, and Annual Training for Soldiers of the Army National Guard and US Army Reserve	Jul 93
DA Form 1059	Service School Academic Evaluation Report	Nov 77
DA Form 1506	Statement of Service for Computation of Length of Service for Pay Purposes	Aug 87
DA Form 1569	Transcript of Military Record	May 60
DA Form 1577	Authorization for Issuance of Military Awards	Aug 90
DA Form 1594	Daily Staff Journal or Duty Officer's Log	Nov 62
DA Form 1695	Oath of Extension of Enlistment	May 98
DA Form 2125	Report to Training Agency	Mar 99
DA Form 2166-7	NCO Evaluation Report	Sep 87
DA Form 2171	Request for Tuition Assistance-Army Continuing Education System	Apr 89
DA Form 2173	Statement of Medical Examination and Duty Status	Oct 72
DA Form 2339	Application for Voluntary Retirement	Jun 83
DA Form 2446	Request for Orders	Jan 76
DA Form 2715-R	Unit Status Report	Apr 96
DA Form 2962	Security Termination Statement	Sep 77
DA Form 2984	Very Seriously Ill, Seriously Ill, Special Category Patient Report	Apr 74
DA Form 3072-R	Waiver of Disqualification for Reenlistment/Promotion in the Regular Army	May 88
DA Form 3288R	Academic Report – Foreign Students Attending CONUS Service Schools	Sep 80

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Document	Publication Name	Date
DA Form 3340-R	Request for Enlistment or Extension in the Regular Army	Dec 94
DA Form 3349	Physical Profile	May 86
DA Form 3355	Promotion Point Worksheet	Apr 91
DA Form 3355-1-R	US Army Reserve Promotion	Jan 98
DA Form 3356	Board Member Appraisal Worksheet	Apr 91
DA Form 3357	Board Recommendation	Apr 91
DA Form 3711-R	Alcohol BD Drug Abuse Prevention and Control Program Resource and Performance Report	Nov 91
DA Form 3739	Application for Compassionate Actions	Jan 96
DA Form 3838	Application for Professional Training	Nov 82
DA Form 3940	Unit Assignment	Oct 72
DA Form 3947	Medical Evaluation	Sep 83
DA Form 3953	Purchase Request and Commitment	Mar 91
DA Form 3964	Classified Document Accountability Record	Jul 79
DA Form 4050-R	In-processing Checklist/Counter Log	Dec 86
DA Form 4126-R	Bar to Reenlistment Certificate	Dec 94
DA Form 4137	Evidence/Property Custody Document	Jul 76
DA Form 4179-R	Leave Control Log	Sep 93
DA Form 4187	Personnel Action	Apr 95
DA Form 4187-1-R	Personnel Action Form Addendum	Apr 95
DA Form 4787-1	Request for Evaluation of Dependent Medical and Educational Problems	Jul 79
DA Form 4787-R	Reassignment Processing	May 90
DA Form 4963-R	Claims for Reimbursement of Educational Expense	Jan 85
DA Form 4991-R	Declination of Continued Service Agreement	May 98
DA Form 5013-R	Key Control Register	Oct 81
DA Form 5018-R	ADAPCP Clients Consent Statement for Release of Treatment Information	Nov 81
DA Form 5117-R	Reassignment Control Sheet	May 90
DA Form 5118-R	Reassignment Status and Election Statement	May 90
DA Form 5121-R	Overseas Tour Election Statement	May 90
DA Form 5123-R	Reassignment Records Checklist	Dec 92
DA Form 5123-1-R	Personnel In-Processing Record	Dec 92
DA Form 5138-R	Separation Action Control Sheet	Jul 84
DA Form 5159-R	Inventory of Army Personnel Test Materials	Nov 82
DA Form 5234-R	OER Control Log	Jul 83

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Document	Publication Name	Date
DA Form 5247-R	Request for Security Determination	Sep 83
DA Form 5248-R	Report of Unfavorable Information for Security Determination	Aug 83
DA Form 5327-R	Bona Fide Dependent Declaration-Military	Jan 94
DA Form 5329-R	Escort Report	Jan 96
DA Form 5339-R	OCS Applicant Evaluation Sheet	Oct 84
DA Form 5367-R	Personnel Status Report	Dec 84
DA Form 5434	Sponsorship Program Counseling and Information Sheet	Jun 93
DA Form 5658-R	Personnel Strength Worksheet	Sep 87
DA Form 5862-R	Army Exceptional Family Member Program Medical Summary	Apr 97
DA Form 5888-R	Family Member Deployment Screening Sheet	Aug 95
DA Form 5960	Authorization to Start, Stop, or Change Basic Allowance for Quarters (BAQ), and/or Variable Housing Allowance	Sep 90
DA Form 6285	Interview Plan # 2	May 83
DA Form 7095	ADAPCP Outpatient Discharge Summary	Nov 91
DA Form 7096	ADAPCP Outpatient Aftercare Plan	Nov 91
DA Form 7097	ADAPCP Outpatient Problem List and Treatment Plan Review	Nov 91
DA Form 7246-R	Exceptional Family Member Program Screening Questionnaire	Jul 93
DA Form 7274	Sponsorship Program Survey	Jul 93
DA Form 7301-R	Officer Service Computation for Retirement	Dec 93
DA Form 8001	Limits of Confidentiality	Nov 91
DA Form 8002	ADAPCP Outpatient Administrative Summary	Nov 91
DA Form 8003	Alcohol and Drug Abuse Prevention Control Program Enrollment	Nov 91
DD Form 2 (ACT)	Armed Forces of the United States-Geneva Conventions Identification Card (Active)	Oct 93
DD Form 2 (RES)	Armed Forces of the United States-Geneva Conventions Identification Card (Reserve)	Oct 93
DD Form 2 (RET)	United States Uniformed Services Identification Card (Retired)	May 79
DD Form 4	Enlistment/Reenlistment Document Armed Force of the United States	Aug 98
DD Form 93	Emergency Data, Record Of	Aug 98
DD Form 108	Application for Retired Pay Benefits	Apr 87

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Document	Publication Name	Date
DD Form 149	Correction of Military Record Under the Provisions of Title 10, U.S. Code, Section 1552, Application For	Sep 97
DD Form 214	Certificate of Release or Discharge From Active Duty	Nov 88
DD Form 215	Correction To DD Form 214, Certificate of Release or Discharge From Active Duty	Jul 79
DD Form 261	Investigation Report of-Line of Duty and Misconduct Status	Oct 95
DD Form 295	Learning Experiences During Military Service, Application for the Evaluation Of	Nov 86
DD Form 369	Police Records Check	Jan 98
DD Form 372	Request for Verification of Birth	Dec 98
DD Form 397	Claim Certification and Voucher for Death Gratuity Payment	Sep 64
DD Form 565	Statement of Recognition of Deceased	Jul 98
DD Form 1056	Authorization to Apply for a "No Fee" Passport and/or Request for Visa	May 96
DD Form 1155	Order for Supplies and Services	Jan 98
DD Form 1172	Application for Uniformed Services Identification Card DEERS Enrollment	Sep 96
DD Form 1173	Uniformed Service Identification and Privilege Card	Oct 93
DD Form 1173-1	Department of Defense Guard and Reserve Family Member Identification Card	Oct 93
DD Form 1375	Request for Payment of Funeral Expenses	Jul 93
DD Form 1610	Request and Authorization for TDY Travel of DoD Personnel	Jun 67
DD Form 1886	SI Oath Control Record	Oct 92
DD Form 2062	Record of Preparation and Disposition of Remains	Apr 84
DD Form 2624	Specimen Custody Document-Drug Testing	Feb 93
DD Form 2656	Survivor Benefit Plan (SBP) Election Statement for Former Spouse Coverage	May 98
Form G-325B	Biographic Information	Oct 82
Form N-400	Application for Naturalization	Jan 99
Form N-426	Request for Certification of Military or Naval Service	May 77
SF Form 86	Questionnaire for National Security Positions	Sep 95
SF Form 312	Classified Information Nondisclosure Agreement	Jan 91
SF Form 1034	Public Voucher for Purchases and Services Other Than Personal	Oct 87

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Document	Publication Name	Date
SGLV Form 8286	Service member's Group Life Insurance Election Certificate	Apr 96
FSH Form FL 54	Amendment to Orders	Jan 96
FSH Form 394-E	Request for Server Access	May 99
FSH Form 739	Enlisted Student In/Out Processing Checklist	Sep 93
FSH Form 809 R	DPTMSEC Checklist	Mar 95
AMEDDC&S Form 295	Input For AMEDDC&S Military Personnel Director	Jun 96
AMEDDC&S Form 650	In-processing Checklist	Aug 96
AMEDDC&S Form 429-R-E	Coversheet Action Form	Feb 92
HSC Form 339-R	HSC Inspection Checklist	Oct 94

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C-5.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

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C-5.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.1	Routine Enlisted Assignments	1,977
C-5.3.1.1	Special Management/Duty Assignments	27
C-5.3.1.1	Intra-post Officer/Enlisted Assignments	245
	Students	217
C-5.3.1.1	TDY's With Reassignment	152
	Students	255
C-5.3.1.1	Officer CONUS Assignments	244
	Officer OCONUS Assignments	433
C-5.3.1.1	HQDA Special Action Assignments	9
C-5.3.1.1	Student Assignments-Enlisted	4,940
	AMEDD Students	48
	Students	4,137
C-5.3.1.1	Student Intra-post Officer/Enlisted Assignments	224
	AMEDD Students	37
	Students	190
C-5.3.1.1	Students TDY's With Reassignment	361
C-5.3.1.1	Student Officer CONUS Assignments	
	AMEDD Students	139
	Students	236
C-5.3.1.1	Student Officer OCONUS Assignments	
	AMEDD Students	37
	Students	142
C-5.3.1.1	Students Requests for Orders (RFO)	
	AMEDD Students	261
	Officer Students	199
C-5.3.1.1	Students Officer Assignment pinpoints	
	AMEDD Students	189
	Officer Students	66

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PRD Number	Work Count Title	Estimated Workload
C-5.3.1.1	POR for Students	1,230
	AMEDD Students	24
	Students	997
C-5.3.1.1	POR for Student Family Member-Students	106
	AMEDD Students	13
	Students	173
C-5.3.1.1	Requests for Concurrent Travel –Students	71
C-5.3.1.1	EDAS/ODAS Listings	209
C-5.3.1.1	Enlisted Levy Status Reports	104
C-5.3.1.1	PCS or NATO Orders	2,239
C-5.3.1.1	Student PCS Orders	6,393
	AMEDD Students	261
	Students	5,585
C-5.3.1.1	Family Travel Requests	249
	AMEDD Students	3
	Students	57
C-5.3.1.1	Deletions/Deferments/Early Arrivals	47
	AMEDD Students	1
	Students	91
C-5.3.1.1	Assignment Declinations	37
	Students	23
C-5.3.1.1	Assignment No-Show Actions	52
	AMEDD Students	2
C-5.3.1.1	Assignment Availability Codes SIDPERS-3 Transactions	68
	Students	5
C-5.3.1.1	Student Records Screened for Proper ATRRS/TOPMIS Enrollment	10,849
	Students	9,815
C-5.3.1.1	ATRRS/TOPMIS Transactions	
	Students	14,046
C-5.3.1.1	Student Class Files	409
	Students	299
C-5.3.1.2	Voluntary Reassignments	155
C-5.3.1.2	Compassionate Reassignments	119
C-5.3.1.2	Student Compassionate Reassignments	18
	AMEDD Students	0
	Students	7

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PRD Number	Work Count Title	Estimated Workload
C-5.3.1.2	Married Army Couples Program (MACP) Requests	96
C-5.3.1.2	Student Married Army Couples Program (MACP) Requests	61
	Students	58
C-5.3.1.2	Stabilization Requests	25
C-5.3.1.2	Regimental Affiliation Requests	13
C-5.3.1.2	Officer Candidate School (OCS) Applications	19
C-5.3.1.2	Officer Candidate School (OCS) Structured Interviews	3
C-5.3.1.2	Military Physician Assistant Training Program Applications	23
C-5.3.1.2	Warrant Officer Program Applications	10
C-5.3.1.2	Reserve Officer Training Corps (ROTC) Applications	1
C-5.3.1.2	Army Enlisted Commissioning Program (AECP) Applications	30
	AMEDD Students	44
C-5.3.1.2	Service School Applications	48
	Students	3
C-5.3.1.2	Drill Sergeant Applications	11
C-5.3.1.2	BNOC/ANOC Process Attendees	241
C-5.3.1.2	MOS Reclassification Actions	124
	Update MOS information (SQI/ASI))	423
	Reclass Actions-Students	386
	Officer ASI Requests	0
C-5.3.1.2	AOC/Functional Area Changes	0
	Officer AOC Changes	0
C-5.3.1.2	School Orders	64
	Students	768
C-5.3.1.2	SIDPERS Transactions	8,045
	AMEDD Students	816
	Students	41
C-5.3.1.2	MOS/TDY/ATCH orders	
	Students	85
C-5.3.1.2	Student MOS/TDY/ATCH orders	6,996
	AMEDD Students	159
	Students	6,615
C-5.3.1.2	DA Form 3838	
	AMEDD Students	11
	Students	72

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.2	Endorsements for student assignment orders AMEDD Students Students	42 7,665
C-5.3.1.2	Student Requests for 2 nd AIT-Students Student Requests for 3 rd AIT-Students	336 8
C-5.3.1.2	VRA Student home Applications Students	0
C-5.3.1.2	School Repayment Loans Students	72
C-5.3.1.2	Officer Candidate (OCS) Board	3
C-5.3.1.2	Orders for Board Certification Examination Students	7
C-5.3.1.2	Completed Reimbursement Requests For Textbook and Supplies AMEDD Students	124
C-5.3.1.2	Unit Transmittal Letters AMEDD Students	323
C-5.3.1.2	Student Population Reports AMEDD Students	12
C-5.3.1.2	Special Duty Pay Orders Health Professional Officer Specialty Pay Contracts AMEDD Students Students	1,800 141 117
C-5.3.1.2	Exceptions to Policy AMEDD Students Students	200 8 150
C-5.3.1.2	Hometown Recruiter Assistance Program (students)	1,216
C-5.3.1.2	Awards	231
C-5.3.1.2	Congressional Inquiries Students	107 0
C-5.3.1.2	Physical Profiles Students	350 0
C-5.3.1.2	MOS MMRB Actions Students	31 0
C-5.3.1.2	Convene MMRBs	4
C-5.3.1.2	Reassignment Orders to Confinement Students	11 2

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.2	Naturalization Applications Processed (New service starting FY01)	12
C-5.3.1.3	Bldg 367 One Stop Customer Assistance Desk-Days Staffed	244
	Students- (Bldg 1290)	250
C-5.3.1.3	In-Processed Soldiers-Enlisted	1,675
	In-Processed Soldiers-Officers	578
C-5.3.1.3	In-Processed Students	
	AMEDD	253
	Students-Enlisted	7,405
	Students-Officers	1,915
C-5.3.1.3	New Officer Accessions	0
	Students	6
C-5.3.1.3	DA Form 2-1 prepared	
	Students	504
C-5.3.1.3	OMPF Microfiche	0
C-5.3.1.3	Initial Clothing Allowance Requests	1,915
C-5.3.1.3	In-Processing Briefings	
	AMEDD Students	253
	Students	310
C-5.3.1.3	Out-Processing Briefings	102
	Students	211
C-5.3.1.3	Overseas Out-Processing Briefings	0
	Students	211
C-5.3.1.3	Anti-child Prostitution and pornography briefings	52
	Students	147
C-5.3.1.3	Specialty Pay Briefings	
	Students	6
C-5.3.1.3	Initial Out-Processed –Enlisted	1,260
	Initial Out-Processed –Officer	515
	AMEDD Students	253
C-5.3.1.3	Final Out-Processed –Enlisted	1,952
	Final Out-Processed –Officer	796
	AMEDD Students	253
	Students	8,452
C-5.3.1.3	SIDPERS-3 Transactions	43,018
	AMEDD Students	1,595,112
	Students	15,021
C-5.3.1.3	Students Security Clearance Screened	7,405

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SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.3	SIDPERS-3 Arrival Transactions Completed	2,253
	AMEDD Students	253
C-5.3.1.3	SIDPERS-3 Transfer Transactions	396
C-5.3.1.3	Prepare and Distribute Quarterly AMEDD Student Newsletter	4
C-5.3.1.4	Customer Service Counter-Days Staffed	244
C-5.3.1.4	Issued ID Cards	22,572
	Students	5,884
C-5.3.1.4	Manual Civilian ID Cards	1,029
C-5.3.1.4	Geneva Convention Cards	739
	Students	0
C-5.3.1.4	DEERS Enrollments	577
	AMEDD Students	1
	Students	572
C-5.3.1.4	DEERS updates	16,318
	Students	5,884
C-5.3.1.4	Identification Tags	2,483
	AMEDD Students	0
	Students	768
C-5.3.1.4	Agent or Escort Letters	730
C-5.3.1.4	Statements of Service for Unremarried Former Spouses	29
C-5.3.1.4	Write to Sponsor Requests	220
C-5.3.1.4	DA Form 4137 (processed for shoplifting)	136
C-5.3.1.4	DA Form 4137 (lost, found, expired, & confiscated ID cards)	13
C-5.3.1.4	Special requests for cards, badges, and passes for supported agencies and contractors	2,160
C-5.3.1.4	Daily Audits of Accountable Manual ID Cards	244
	Students	0
C-5.3.1.4	DEERS/RAPIDS Logon ID and Password Changes	36
C-5.3.1.5	Unit Enlisted Promotion Reports	252
	Students	156
C-5.3.1.5	Initial Promotion Worksheets	370
	Students	4
C-5.3.1.5	Reevaluated Promotion Point Worksheets	889
	AMEDD Students	10
	Students	102

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.5	Total Reevaluation Worksheets	14
	AMEDD Students	20
	Students	0
C-5.3.1.5	Promotion Certificates	241
	Students	128
C-5.3.1.5	1Lt/CW2 Promotion Lists	41
	Students	24
C-5.3.1.5	Updated C-10 Rosters	12
	AMEDD Students	7
	Students	12
C-5.3.1.5	NCOES Exceptions to Policy	22
	Students	27
C-5.3.1.5	STAB Requests	9
C-5.3.1.5	Selection Board Results Transmitted (Memorandums)	66
C-5.3.1.5	PERSCOM Promotion Orders	24
	Students	43
C-5.3.1.5	Enlisted Promotion Orders for SGT & SSG	355
	AMEDD Students	4
	Students	61
C-5.3.1.5	Lateral Appointments	59
C-5.3.1.5	Regular Army Appointments	101
	AMEDD Students	55
	Students	0
C-5.3.1.5	By-Name Promotions Lists	12
	Students	12
C-5.3.1.5	Education Promotions	
	Students	6
C-5.3.1.5	Frocking Actions Completed	1
	Promotion Point Adjustment	77
C-5.3.1.5	Update SIDPERS transactions	221
	Students	300
C-5.3.1.5	Update EDAS transactions	1121
	Students	167
C-5.3.1.6	MPRJ Updated	20,824
	AMEDD Students	72
	Students	6886

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.6	MPRJ and Officer personnel folders Reconstructed and DA Form 2-1 AMEDD Students Students	137 253 521
C-5.3.1.6	Temporary MPRJ Created and Officer personnel folders Students	72 504
C-5.3.1.6	Updated Officer and Enlisted Records Brief AMEDD Students Students	10,996 122 6886
C-5.3.1.6	Student Records In-Processed AMEDD Students	253
C-5.3.1.6	Duplicate (SMIH) Files AMEDD Students	253
C-5.3.1.6	Process & Print Officer and Enlisted Records Brief (SIDPERS & TOPMIS) AMEDD Students Students	10,996 563 7422
C-5.3.1.6	Official Documentation DA Official Photos AMEDD Students Students	2,837 10 6
C-5.3.1.6	Centralized Enlisted Promotion Boards AMEDD Students Students	3 1 3
C-5.3.1.6	Officer Selection Boards AMEDD Students Students	21 9 20
C-5.3.1.6	Prepare Good Conduct Medal Orders AMEDD Students Students	1562 70 61
C-5.3.1.6	Processed Bar to Reenlistment Actions	20
C-5.3.1.6	Armed Forces Reserve Medal AMEDD Students	10
C-5.3.1.6	Number of DA Forms 1506—and Forms N-426 Processed Students	65 752
C-5.3.1.6	Update (Push/Pull) SIDPERS Transactions	76,871

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.6	Statements of Service (VA loan, West Point, ROTC, Etc.)	367
	AMEDD Students	27
	Students-Enlisted	12
C-5.3.1.6	College Transcripts	
	AMEDD Students	44
C-5.3.1.6	Report to Training Agency (DA Form 2125)	
	AMEDD Students	36
C-5.3.1.6	Student Records Screened for Reenlistments or Extensions	0
C-5.3.1.6	Memorandums Acknowledging PEBs	364
C-5.3.1.6	Name Change Requests	180
	AMEDD Students	7
	Students	36
C-5.3.1.6	Applications for the Evaluation of Learning Experiences Military Service (DD 295)	79
C-5.3.1.6	Sample Survey of Military Personnel	2
C-5.3.1.6	Command Inspections	4
C-5.3.1.6	Updated DD FM 93 and SGLV	6,854
	AMEDD Students	559
	Students	600
C-5.3.1.6	Monthly Officer & Enlisted Record Accountability	13
	AMEDD Students	12
	Students	52
C-5.3.1.7	Officer Efficiency Reports	2,280
C-5.3.1.7	NCO Efficiency Reports	5,236
C-5.3.1.7	Over due Annual Efficiency Reports (ER)	4
C-5.3.1.7	Academic Evaluation Reports	
	AMEDD Students	344
C-5.3.1.7	Officer Selection Boards	22
C-5.3.1.7	NCO Selection Boards	3
C-5.3.1.7	Updated CG and Garrison Commander S/R Management Plans	156
C-5.3.1.7	Commander's Inquiry & Appeals	12
C-5.3.1.7	Update SIDPERS-3 Transactions	6,529
C-5.3.1.8	Officer Replacements Requisitioned	247
C-5.3.1.8	Monthly Requisitions for military personnel	12
C-5.3.1.8	Temporary Change of Station Orders Completed	131
C-5.3.1.8	Attachment Orders	29
C-5.3.1.8	Soldiers Assigned to Local Units	472

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PRD Number	Work Count Title	Estimated Workload
C-5.3.1.8	Unit Status Report Briefings	12
C-5.3.1.8	Non-Deployable Reports	0
C-5.3.1.8	Officer Unit Status Report (MEDCOM Form 651)	4
C-5.3.1.8	Completed Duty Appointments Memorandums	470
C-5.3.1.8	Specialty Pay Contracts	87
C-5.3.1.8	Request for Orders for IMA Active Duty Training/Annual Training	8
C-5.3.1.8	Officer Requests for Permissive TDY	0
C-5.3.1.8	Officer Separation Action Endorsements	14
C-5.3.1.8	Requests for Medical Retention	154
C-5.3.1.8	Requests for Service Extensions	0
C-5.3.1.8	Officer Statements of Service	2
C-5.3.1.8	Requests for Board Certification Pay –AMEDD Students	7
C-5.3.1.8	PROFIS Requests	43
C-5.3.1.8	Weekly MOS Book & TDA Database Updates	52
C-5.3.1.8	Commissioned Officer Directory	1
C-5.3.1.8	MSC Officer Basic Course Supported	6
C-5.3.1.9	Sponsorship Requests Processed	347
C-5.3.1.9	Unit Sponsorship Briefings	10
C-5.3.1.9	Individual Sponsorship Briefings	0
C-5.3.1.9	Welcome Memorandums Completed	1,167
C-5.3.1.10	Monthly Retirement Briefings	12
C-5.3.1.10	Unit Retirement Briefings	5
C-5.3.1.10	Soldier Retirement Packages Processed	283
C-5.3.1.10	Off-Site Soldiers Retirement Packages Processed	89
C-5.3.1.10	Disapproved or Uncompleted Retirement Packages	40
C-5.3.1.10	Army Guard and In-Transit Retirements	66
C-5.3.1.10	DD Form 93	144
C-5.3.1.10	SGLV	152
C-5.3.1.10	Completed DD Form 215	3
C-5.3.1.10	Statements of Service Processed	42
C-5.3.1.10	DD Form 295 Reviewed and Processed	0
C-5.3.1.10	Determined Constructive Credits (for physicians and dentists)	48
C-5.3.1.10	Completed Customer Requests for Survivor Benefit Plan Counseling	438
C-5.3.1.10	Retiree Flags Issued	400
C-5.3.1.11	Monthly Pre-Separation Briefings	12
C-5.3.1.11	Unit Separation Briefings	6

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PRD Number	Work Count Title	Estimated Workload
C-5.3.1.11	Voluntary Separation Packages	393
C-5.3.1.11	Involuntary Separation Packages	364
C-5.3.1.11	Separated Off-Site Soldier Packages	82
C-5.3.1.11	Separated Guard/Reserve Student Packages	2,954
C-5.3.1.11	Completed DD Form 215	4
C-5.3.1.11	Applications for the Evaluation of Learning Experiences During Military Service (DD Form 295)	24
C-5.3.1.11	Debarment Letters	13
C-5.3.1.11	Updated SIDPERS-3 Transactions	3,249
C-5.3.1.11	Updated ATTRS Transactions	212
C-5.3.1.12	Customer Requests for Retiree Services Support	998
C-5.3.1.12	Completed SBP Changes	120
C-5.3.1.12	Processed Reserve Member Retirement Applications	38
C-5.3.1.12	Completed Retiree Appreciation Day Events	2
C-5.3.1.12	Published Annual Retiree Newsletter	1
C-5.3.1.12	Retiree Rosters	1
C-5.3.1.12	Completed Retirement Services Briefings to Units/Organizations	5
C-5.3.1.12	Support to Retiree Council	52
C-5.3.1.12	Retiree Council Meetings	12
C-5.3.1.13	Training Classes Completed Assignments (1), Special Actions (0), In/Out Processing (12), Promotions (12), Evaluations (13), Records (12)	50
C-5.3.1.13	S-1/PSNCO Conference (attendees: Assignments, Special Actions, In/Out Processing, Promotions, Evaluations, Records, SIDPERS)	4
C-5.3.1.14	Days SIDPERS-3 Supervisor Servers/Work Stations Updated (44 TOTAL SERVERS/TOTAL WORKSTATIONS)	154
C-5.3.1.15	Completed Statistical Data and Reports. Assignments (24), Special Actions (30), Evaluations (29), In/Out Processing (36), ID Cards (12), Retirements (52), Separations (28 20), Records (12), Enlisted Strength (52), Officer Strength (12), Sponsorship (52), AMEDD students (24)	350
C-5.3.1.16	Answered Customer Inquiries Assignments (29,185), Special Actions (16,738), In/Out Processing (7,954), ID Cards (25,100), Promotions (6,800), Records (44,357), Evaluations (6,277), Enlisted Strength (25, 590), Officer Strength (15, 060), Sponsorship (10, 040), Security (1,020), Retirements (15, 060), Separations (23,594), AMEDD Students (70, 280), Students (165,660)	458,518
C-5.3.1.17	SRP Days Staffed (In/Out Processing, ID Card, Special Actions, Records)	15

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.18	Daily MOBLAS maintenance actions (Accomplished twice per day)	170
C-5.3.1.18	Number of system software installations	47
C-5.3.1.18	Number of USER accounts established or deleted	47
C-5.3.1.18	Number of password changes completed	0
C-5.3.1.18	Number of Trouble Calls Received	52
C-5.3.1.18	Mobilization/SRP Task Force development	15
C-5.3.1.18	Number of MOBLAS training sessions	7
C-5.3.1.18	Daily MOBLAS Pull/Updates	87
C-5.3.1.19.1.1	Number of user accounts	175
C-5.3.1.19.1.2	Number of hardware installations	924
C-5.3.1.19.1.2	Number of SIPERS-3 hardware inventories	7
C-5.3.1.19.1.3	Number of software change packages installed	150
C-5.3.1.19.1.4	Number of password changes	378
C-5.3.1.19.1.4	Number of system history updates	78
C-5.3.1.19.1.4	Number of MOIs updated, changed, or reviewed	13
C-5.3.1.19.1.5	Number of SQLs/Ad Hoc Queries	55
C-5.3.1.19.1.5	Number of discrepancies resolved (database and DA feedback)	13,615
C-5.3.1.19.1.5	Number of Authorized Organizational Strength Data updates	588
C-5.3.1.19.1.6	Number of push/pulls	12,523
C-5.3.1.19.1.6	Number of SIDPERS-3 log updates	711
C-5.3.1.19.1.6	Number of accountability performance reports	12
C-5.3.1.19.1.6	Number of unit transfers	3
C-5.3.1.19.1.7	Number of SIDPERS-3 Change/Deficiency Documents Prepared and Submitted for Action	3
C-5.3.1.19.2.1	Number of trouble calls	972
C-5.3.1.19.2.2	Number of DA Form 3986s reviewed	37
C-5.3.1.19.2.2	Number of personnel accountability reports reviewed	312
C-5.3.1.19.2.3	Number of training sessions conducted	13
C-5.3.1.19.2.4	Number of inspections conducted	12
C-5.3.1.20.1	Number of new DA-ISM users	2
C-5.3.1.20.2	Number of software installations	0
C-5.3.1.20.3	Number of out-processing rosters	52
C-5.3.1.20.3	Number of performance reports	54
C-5.3.1.20.4	Number of DA-ISM trouble calls	14
C-5.3.1.20.5	Number individual training sessions	2

SECTION C-5

PRD Number	Work Count Title	Estimated Workload
C-5.3.1.21	Number of Units Supported (Service Began in FY 01): AMEDDC&S and Garrison Units	7
	Tenant Units	24
C-5.3.1.21	Number of PERSTEMPO Status Reports Completed (Service Began in FY 01): Quarterly Commander, AMEDDC&S Status Report	4
	Weekly Threshold Level Reports	52
C-5.3.2	ACSAP Inspection	0
C-5.3.2.1	Marketing Activities	25
C-5.3.2.1	Unit ADAPCP Training Classes	102
C-5.3.2.1	Civilian ADAPCP Training Classes	98
C-5.3.2.1	High School ADAPCP Classes	5
C-5.3.2.1	Train-The-Trainer Sessions	42
C-5.3.2.1	Monthly ADAPT Classes	12
C-5.3.2.1	Civilian Employees Evaluated	49
C-5.3.2.1	Civilian Consultations	47
C-5.3.2.1	ADAPCP Consultations	279
C-5.3.2.1	Evaluated Local Treatment Centers	29
C-5.3.2.1	Drug and Alcohol Campaign	1
C-5.3.2.1	Annual UADC Training (Seminar)	1
C-5.3.2.1	Screens Training Materials for ADAPCP Reference Library	77
C-5.3.2.1	Committee or Council Meeting Attended	52
C-5.3.2.1	Child Care Services Background Checks	78
C-5.3.2.2	Unit Alcohol & Drug Coordinator (UADC) Training Classes	15
C-5.3.2.2	Processed Urinalysis Collection Samples (military)	19,069
C-5.3.2.2	Perform Complete Unit Testing	3
C-5.3.2.2	Processed Urinalysis Collection Samples (civilian)	15
C-5.3.2.2	Validated Urinalysis Quality Control Specimens	192
C-5.3.2.2	UADC Background Checks	108
C-5.3.2.2	Command Consultations	1,317
C-5.3.2.2	Develop Local SOP	2
C-5.3.2.2	Physical Security Inspection	1
C-5.3.3.1.1	Military Training Counseling	1,225
C-5.3.3.1.2	Educational Counseling	12,417
C-5.3.3.2	ACES Briefings	21

SECTION C-5

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-5 of the PRD.

Table 6-2: Annual Travel

PRD Number	Destination & Purpose	# Days/ trip	FY 00	Reserved
C-5.3.1.20	FORSCOM Mobilization Conference, Atlanta GA	5	1	
C.5.3.1.10	Security Specialist Course, Linthium, MD	21	1	
C.5.3.1.10	Personnel Security Course, Linthium, MD	7	1	
C-5.3.1.12	ATRRS Symposium, Washington, DC	4	1	
C-5.3.1.12	Retiree Activities Day	2	2	
C-5.3.1.8	Officer Assignments	5	1	
C-5.3.1.8	Enlisted Assignments	5	1	
C-5.3.1.19	Load SIDPERS Change Packet, Oklahoma City; Des Moines; St. Louis	2	1	
C-5.3.1.19	Load SIDPERS Change Packet, Dallas; Houston; New Orleans	2	1	
C-5.3.1.19	Load SIDPERS Change Packet, Dallas	1	1	
C-5.3.1.19	Load SIDPERS Change Packet, Dallas; Houston; New Orleans	2	1	
C-5.3.1.19	Update SIDPERS Computer, Kansas City, MO	2	1	
C.5.3.3.1	DOD Education Symposium, Dallas, TX	5	1	
C.5.3.3.1	Council on Military Educators in Texas, Corpus Christi, TX	3	1	
C.5.3.3.1	Department of ACES Conference, Washington, DC	5	1	
C.5.3.3.1	Distance Learning Conference, Austin, TX	5	1	
C.5.3.3.1	Counselor Education Conference, Tampa, FL	5	1	

Table 6-3: SIDPERS-3 Equipment

UNIT	LOCATION	MX	MID-T	MODM	DM PRTR	LASER P	WKSTN	NBK
147th MD BN	Ft Sam Houston	0	1	1	1	0	2	2
INST of SURG RSCH	Ft Sam Houston	0	1	1	1	0	2	0
BROOKE AMC	Ft Sam Houston	0	1	1	1	0	4	0
SOUTH CENTRAL VSSA	Ft Sam Houston	0	1	1	1	0	1	0
SOUTH CEBTRAK DSSA	Ft Sam Houston	0	1	1	1	0	1	0
AMEDD STU DET (OFC)	Ft Sam Houston	0	1	1	1	0	2	0
USA MEDCOM	Ft Sam Houston	0	1	1	1	0	2	0
ACADEMY BN	Ft Sam Houston	0	1	1	1	0	4	0
314 MI BN	Kelly AFB	0	1	1	1	0	4	0
STUDENT MILPO	Ft Sam Houston	0	3	3	3	0	12	0
75th IBF BDE	Ft Sam Houston	0	1	1	1	0	4	0
FIFTH US ARMY HQ	Ft Sam Houston	0	1	0	0	0	0	0

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UNIT	LOCATION	MX	MID-T	MODM	DM PRTR	LASER P	WKSTN	NBK
USAREC DALLAS RBN	Dallas	0	1	1	1	0	1	0
USAREC NEW ORLEANS	New Orleans	0	1	1	1	0	1	0
USAREC OKL CTY	Oklahoma City	0	1	1	1	0	1	0
USAREC SAN ANT	San Antonio	0	1	1	1	0	1	0
USAREC DES MOINES	Des Moines	0	1	1	1	0	1	0
USAREC KANSAS CITY	Kansas City	0	1	1	1	0	1	0
USAREC ST LOUIS	St Louis	0	1	1	1	0	1	0
USAREC HOUSTON	Houston	0	1	1	1	0	1	0
USAG FT SAM HOUSTON	Ft Sam Houston	2	10	14	10	1	29	4
5 TH RECRUITING BDE	Ft Sam Houston	0	1	1	1	0	2	0
NCO ACADEMY	Ft Sam Houston	0	1	1	1	0	2	0
232 ND MD BN	Ft Sam Houston	0	1	1	1	0	4	0
187 th MD BN	Ft Sam Houston	0	1	1	1	0	4	0
DFAS SAN ANTONIO	San Antonio	0	1	1	1	0	1	0
USA ENL STU DLIELC	Lackland AFB	0	1	1	1	0	1	0
79 th ORD BN	Ft Sam Houston	0	1	1	1	0	0	1
INSTALLATION STR MGT	Ft Sam Houston	0	1	1	1	0	4	0
USAG PAC	Ft Sam Houston	0	1	1	1	0	4	0
INSTALLATION REENL OFC	Ft Sam Houston	0	1	1	1	0	1	0
MEDICAL HOLD COMPANY	Ft Sam Houston	0	1	1	1	0	2	0
INSTALLATION FLOAT		1	5	5	5	0	10	2
INSTALLATION TOTAL		3	48	51	47	1	110	9

Table 6-4: SIDPERS-3 Transit Cases

UNIT	LOCATION	MX	MT	PRT	WS	NBK
147 th MD BN	Ft Sam Houston	0	1	1	2	2
USAG FT SAM HOUSTON	Ft Sam Houston	0	0	0	0	4
79 th ORD BN	Ft Sam Houston	0	0	0	0	1
INSTALLATION FLOAT		0	0	1	1	1
INSTALLATION TOTAL		0	1	2	3	8

SECTION C-5

C-5.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

SECTION C-5

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments	All PORs for students and student family members initiated within 5-21 days of receipt of assignment (depending on course length)	5% Lot = Number of POR for students and student family members per month
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments	All PCS/NATO orders and amendments (excluding students) accurately published with no more than 3 minor errors	5% Lot = Number of PCS/NATO orders and amendments per month
C-5.3.1.1	The Service Provider shall process Soldier (officer and enlisted) Personnel Assignments	All student family travel requests processed within 3-5 days of receipt of all required documentation.	5% Lot = Number of family travel requests monthly
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	All personnel applications for special actions processed within 5 working days	5% Lot = Number of special action request per month
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	All student special actions processed within 5 working days of receipt of all required documentation	5% Lot = Number of student special actions per month
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	All student order endorsements issued within 5-10 working days of receipt of updated information	5% Lot = Number of Endorsements to Student Assignment Orders
C-5.3.1.2	The Service Provider shall process Soldier Special Actions.	Reassignment Orders to confinement processed within 2 working days	5% Lot = Number of Reassignment Orders to Confinement
C-5.3.1.3	The Service Provider shall provide Soldier In-processing and Out-processing.	All in-processing customers served within 30nminutes of being seen by the personnel technician	5% Lot = Number of In-processed Soldiers per month
C-5.3.1.3	The Service Provider shall provide Soldier In-processing and Out-processing.	All soldiers out-processed within 14 days of departure date	5% Lot = Number of Final Out-processed Soldiers per month
C.5.3.1.4	The Service Provide shall provide Automated or Manual Identification Documents and Support.	All Write to Sponsor Letters prepared within 2 working days and ID cards issued if no reply received within 30 days	3% Lot = Number of Write to Sponsor Letters per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C.5.3.1.4	The Service Provide shall provide Automated or Manual Identification Documents and Support.	All shoplifting rosters updated as required but at least weekly	3% Lot = Number of DA Form 4137's for shoplifting each week
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All monthly unit enlisted promotion reports reviewed; and final unit promotion report received by the 20 th of the month; approved and returned to unit within 3 working days.	5% Lot = Number of Unit Enlisted Promotion Reports
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All total evaluation worksheets received from units by the 20 th of the month prior to the promotion board, processed within 1 working day, and input into EDAS within the current promotion board month	2% Lot = Number of Total Evaluation Worksheets per month
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All promotion certificate processed within 1 working day of receiving soldier request	5% Lot = Number of Promotion Certificates per month
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All NCOES exceptions to policy processed within 1 working day of receiving soldiers request	5% Lot = Number of NCOES per month
C.5.3.1.5	The Service Provider shall provide Soldier Promotion Services and Support.	All education promotions processed within 1 working day of receiving soldiers request	1% Lot = Number of education promotion per month
C-5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	Upon verification of eligibility and commander's recommendation, all student Good Conduct Medal orders issued within 3 working days.	5% Lot = Number of Monthly Student GCM Orders
C.5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All ORB/ERB updated within 30 days of SIDPERS-3 arrival transactions	5 % Lot = Number of Monthly ORB/ERB Updated
C.5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All AMEDD students ORB/ERB updated within 60 days of report date on orders	5% Lot = Number of ORB/ERB per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All Good Conduct Medals rosters are accurately verified and updated for typing of orders within 3 working days of receipt of rosters	5% Lot = Number of Monthly GCM Rosters
C-5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All Good Conduct Medals orders (excludes students) are accurate and prepared within 3 working days of receipt of annotated roster	5% Lot = Number of Monthly GCM Orders
C-5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All Name Change Requests (excludes students) processed accurately within 2 hours of receipt of soldier documentation.	5% Lot = Number of Monthly Name Change Requests
C-5.3.1.6	The Service Provider shall provide Soldier Evaluation Services and Support.	All student name change requests processed accurately within 3 working days of receiving documentation.	5% Lot = Number of Monthly Name Change Requests
C-5.3.1.6	The Service Provider shall provide Soldier Record Services and Support.	All DD 295's accurate and submitted to Education Office within 72 hours of receipt.	2% Lot = Number of Monthly DD 295's processed
C-5.3.1.7	The Service Provider shall provide Soldier Evaluation Services and Support.	All error free OERs processed within 3 working days and forwarded to senior rater.	2% Lot = Number of OERs Processed per month
C-5.3.1.7	The Service Provider shall provide Soldier Evaluation Services and Support.	All academic evaluation reports (submitted without error) and processed within 5 working days	2% Lot = Number of academic evaluation reports per month
C-5.3.1.7	The Service Provider shall provide Soldier Evaluation Services and Support.	All officers requiring a mandatory promotion OER notified within 5 working days of receipt of HQ DA message.	1% Lot = Number of Officer Promotion Boards
C-5.3.1.8	The Service Provider shall provide Officer and Enlisted Strength Management	All Temporary Change of Station (TCS) orders accurate and issued within 3 working days of request	5% Lot = Number of TCS orders per month
C-5.3.1.8	The Service Provider shall provide Officer and Enlisted Strength Management	All attachment orders accurate and issued within 2 working days of notification	5% Lot = Number of attachment orders per month

SECTION C-5

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-5.3.1.10	The Service Provider shall process Soldier Retirements.	All customer requests for Statement of Service and DD Form 295s processed and forwarded within 2 working days	3% Lot = Number of DD Form 295s and Statements of Service per month
C-5.3.1.11	The Service Provider shall provide Soldier Separation Services.	All Guard/Reserve student separation packages to include DD Form 214 completed within 2 working days prior to student graduation	3% Lot = Number of Guard/Reserve Student Separation Packages per month
C-5.3.1.11	The Service Provider shall provide Soldier Separation Services.	All customer requests for DD Forms 295 processed within 2 working days	3% Lot = Number of DD Form 295 per month
C-5.3.1.12	The Service Provider shall provide Retiree Services.	All customers for Retiree Services Support serviced within 15 minutes of arrival	3% Lot = Number of Retiree Services Support requests per month
C-5.3.1.12	The Service Provider shall provide Retiree Services.	All Reserve member retirement applications processed within 1 working day and forwarded to ARPERSCOM	3% Lot = Number of Reserve member Retirement Applications per month
C-5.3.1.18	The Service Provider shall operate and maintain the Human Resources Mobilization Activities System (MOBLAS).	MOBLAS hardware and software installation and upgrades completed within 2 weeks of receipt from vendor	10% Lot = Number of hardware/software Installed, upgraded per month
C-5.3.1.18	The Service Provider shall operate and maintain the Human Resources Mobilization Activities System (MOBLAS)	USER accounts updated within 2 working days of receipt of request	3% Lot = Number of USER accounts established and deleted
C-5.3.1.19.1.2	The Service Provider shall set up and maintain SIDPERS-3 Hardware	All SIDPERS-3 replacement servers and peripheral devices shall be installed and correctly configured within 2 working days after initial failure	5% (or 1 installation) Lot = Number of hardware installations per year
C-5.3.1.19.1.2	The Service Provider shall set up and maintain SIDPERS-3 Hardware	All SIDPERS-3 hardware inventoried quarterly with 100% accountability	0% Lot = Number of inventories
C-5.3.1.19.1.3	The Service Provider shall maintain SIDPERS-3 software	All change packages installed within 5 working days of receipt	0% Lot = Number of change packages
C-5.3.1.19.1.4	The Service Provider shall maintain SIDPERS-3 system security	All passwords changed every 6 months and when compromised or upon loading a software change package, change the root password	0% Lot = Number of password changes

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-5.3.1.19.1.4	The Service Provider shall maintain SIDPERS-3 system security	All system histories will be updated every 14 calendar days	5% Lot = History updates per quarter
C-5.3.1.19.1.4	The Service Provider shall maintain SIDPERS-3 system security	All MOIs will be reviewed and updated annually	5% Lot = Number of MOIs per year
C-5.3.1.19.1.5	The Service Provider shall manage the SIDPERS-3 database	All SQLs/Ad Hoc queries will be processed in accordance with established suspense date	10% Lot = Number of SQLs/Ad hoc queries per quarter
C-5.3.1.19.1.5	The Service Provider shall manage the SIDPERS-3 database	All database discrepancies will be resolved within 2 working days of notification; All DA feedback discrepancies will be resolved prior to the 20 th calendar day of current month	25% Lot = Number of discrepancies resolved per month
C-5.3.1.19.1.5	The Service Provider shall manage the SIDPERS-3 database	All organizational strength data updates completed within 5 working days	10% Lot = Number or organizational strength data updates per year
C-5.3.1.19.1.6	The Service Provider shall control SIDPERS-3 processing	All unit push/pulls completed once per work day and all DA push/pulls completed 3 times per workday	1% Lot = Number of push/pulls per month
C-5.3.1.19.1.6	The Service Provider shall control SIDPERS-3 processing	All SIDPERS-3 log updates will be completed daily	1% Lot = Number of log updates per month
C-5.3.1.19.1.6	The Service Provider shall control SIDPERS-3 processing	All monthly performance reports will be compiled within 4 working days of last work day of previous month	10% Lot = Number of performance reports per year
C-5.3.1.19.1.6	The Service Provider shall control SIDPERS-3 processing	All unit transfers will be initiated within 90 calendar day of effective movement date	5% Lot = Number of unit transfer per year
C-5.3.1.19.2.1	The Service Provider shall operate a help center to resolve SIDPERS-3 user system problems	All minor trouble calls will be resolved within 1 working day of receipt of initial call; All major trouble calls will be resolved within 5 working days of receipt (includes coordinating with GTSI for support as required)	5% Lot = Number of trouble calls (major or minor) per month

SECTION C-5

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-5.3.1.19.2.2	The Service Provider shall review and verify DA Form 3986, Personnel Asset Inventories (as required) and AAA-162, Personnel Accountability Report (monthly).	All DA Form 3986s received from units will be reviewed and returned to unit within 3 working days	5% Lot = Number of DA Form 3986s reviewed per year
C-5.3.1.19.2.2	The Service Provider shall review and verify DA Form 3986, Personnel Asset Inventories (as required) and AAA-162, Personnel Accountability Report (monthly).	All personnel accountability reports will be reviewed and corrected within 3 working days	10% Lot = Number of personnel accountability reports reviewed per year
C-5.3.1.19.2.4	The Service Provider shall conduct semi-annual inspections of SIDPERS procedures at the unit level	All units inspected semi-annually	10% Lot = Number of inspections per quarter
C-5.3.1.20.2	The Service Provider shall coordinate with information technology on installation of software on user's system	All DA-ISM software installation will be installed by established suspense date	10% Lot = Number of DA-ISM software installations per year
C-5.3.1.20.3	The Service Provider shall create weekly out-processing rosters and performance report using the DA-ISM database	All weekly out-processing rosters showing future departure dates will be available for work center updates one month prior to roster close out date	10% Lot = Number of out-processing rosters per year
C-5.3.1.20.3	The Service Provider shall create weekly out-processing rosters and performance report using the DA-ISM database	All performance reports will be compiled with updated information by noon every working Monday	10% Lot = Number of performance reports compiled per year
C-5.3.1.20.4	The Service Provider shall provide technical and functional support and guidance to DA-ISM users	All trouble calls will be resolved within 1 working day of receipt of initial call	5% Lot = Number of trouble calls per month
C-5.3.1.21	The Service Provider shall perform Personnel Tempo (PERSTEMPO) System management, operations, maintenance, and support services	Establish PERSTEMPO user identification accounts within 5 workdays of receiving request for new account	10% Lot = Number of requests for new account
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All local treatment facilities evaluated using current ADAPCP evaluation worksheet to exclude facilities not meeting Army standards	5% Lot = Number of evaluated local treatment centers per month
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All ADAPCP training classes rated satisfactory or above	5% Lot = Number of training classes per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All customer contacts (not involving threats of violence or suicide) evaluated within 2 working days	5% Lot = Number of civilian employees evaluated per month
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All customer requests including recorded messages responded to by close of business the same working day	2% Lot = Number of customer requests monthly
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All training materials in ADAPCP Reference Library are up-to-date, accurate, and cover all target and age groups	5% Lot = Training materials screened (for ADAPCP Reference Library) per month
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	Background checks initiated within 2 working days and forwarded to CID or ACSAP	2% Lot = Number of background checks per month
C-5.3.2.1	The Service Provider shall provide ADAPCP training and counseling	All ADAPCP training classes rated satisfactory or above	5% Lot = Number of training classes per month
C-5.3.2.2	The Service Provider shall provide ADAPCP training and counseling	Background checks initiated within 2 working days and forwarded to CID or ACSAP	2% Lot = Number of background checks per month
C-5.3.3.1.1	The Service Provider shall provide military training counseling	All customers for military training counseling serviced within 20 minutes from the start of the counseling session	5% Lot = Number of military training counseling per day
C-5.3.3.1.2	The Service Provider shall provide educational counseling	All customers for educational counseling serviced within 20 minutes from the start of the counseling session	5% Lot = Number of educational counseling per day